Overview

- **AQP**
  - Today
  - The Contract
- **SMS**
- **Safety Culture**
- **Challenge**
  - Taking the next step
- **Caution**
- **Questions**
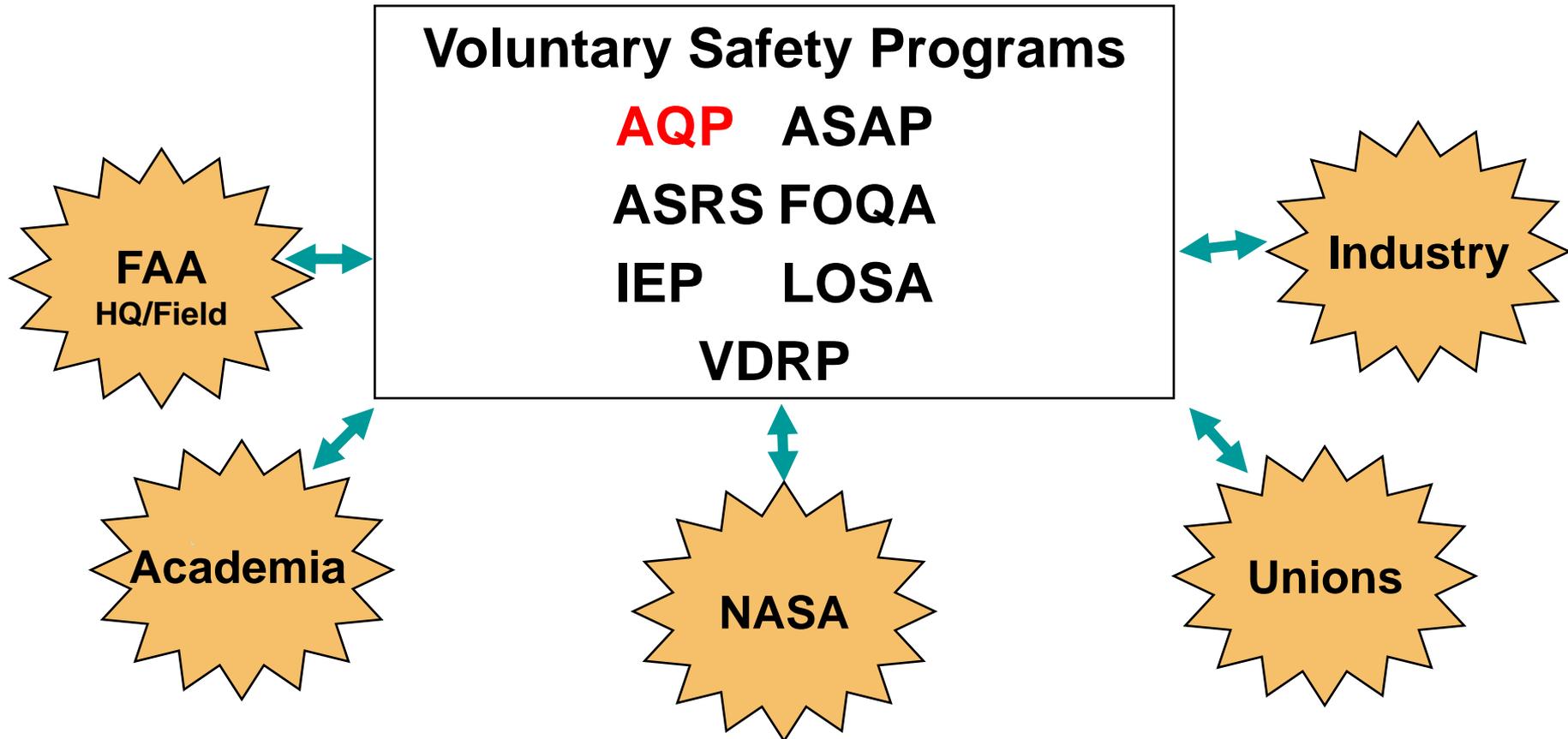
*Safest Decade in American Aviation History

"The improvement is remarkable. Just a decade earlier, at the time the safest…"

Time Magazine December 31, 2011

* Not including acts of terrorism

Federal Aviation Administration

Partnership

Voluntary Safety Programs
AQP   **ASAP**
ASRS FOQA
IEP   LOSA
VDRP

FAA
HQ/Field

Industry

Academia

NASA

Unions

Partnership

- **FAA is committed to partnership**
  - Incentives to Voluntary Safety Program participants
- **FAA's oversight effectiveness using existing resources is greatly enhanced through partnership**
- **FAA gains a clearer, more accurate view of the safety of airline operations**
  - Broader compliance through corrective actions

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AQP Today

- **Learning system of choice**
- **Strong program support: Congress, FAA, Industry**
- **Rapid growth in flight attendant & dispatcher programs**
- **Collaboration with foreign aviation authorities and airlines**
- **Consistent with the emerging FAA Safety Management Systems (SMS) philosophy and rule**

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AQP Participants

- **Air Wisconsin**
- **Alaska**
- **Aloha Air Cargo**
- **American**
- **American Eagle**
- **ASTAR Air Cargo**
- **Chautauqua**
- **Comair**
- **Compass**
- **Delta**
- **ExpressJet**
- **FedEx**
- **GoJet**
- **Hawaiian**

- **Horizon**
- **Island Air**
- **JetBlue**
- **Kalitta**
- **Mesa**
- **Pinnacle (Mesaba)**
- **PHI Air Medical**
- **Piedmont**
- **Republic**
- **Shuttle America**
- **SkyWest**
- **Trans States**
- **United**
- **UPS**
- **USAirways**

AQP Today

- **Mainstream training program**
  - Today, 75% of Part 121 pilots and flight attendants are either in or transitioning to AQP. This represents 29 air carriers: 29 with pilot programs, 11 with flight attendant programs and 4 with dispatch programs.
    - ➢ Large air carriers (1,000 pilots or more), the percentage of pilots participating is just under 90%

Aviation Rulemaking Committees

- **Air Carrier Safety and Pilot Training**
  - AQP – "Best Practice" Changing environment presents an ongoing challenge to maintain, if not improve, training that ensures flight crew proficiency is commensurate with safety
    - ➢ AQP provides a consistent structure that can accommodate change

- **Flightcrew Member Training Hours Requirement Review**
  - AQP provides the best current method for training, assessing, and validating flightcrew members for commercial air carrier operations

FAA

- **FAA Order 8900.1 - The Flight Standards Service (FSS) encourages air carriers to participate**

  – The AQP methodology directly supports the FAA's goals for safety enhancement.

  – AQP provides for enhanced curriculum development and a data driven approach to quality assurance along with the flexibility to target critical tasks during training

The Contract

- **Rule, Policy and Guidance:**

    - **AQP system offers several advantages:**
        - ➢ **Flexibility**
        - ➢ **Innovation**
        - ➢ **Customization**

    - **Opportunity**……………………………………………….
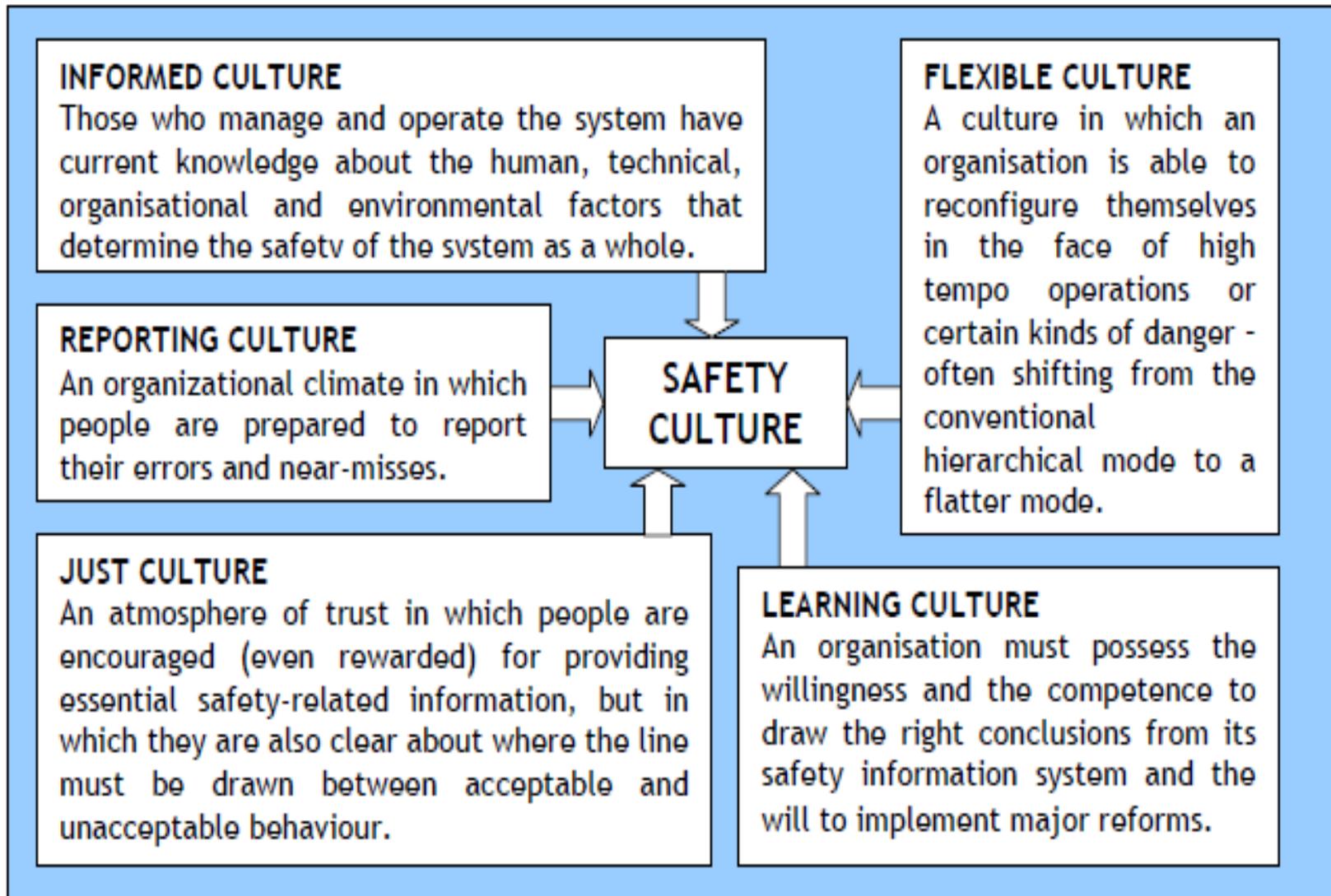
Water Survival Training

Paradigm Shift – Risk Management

- **Safety Management System (SMS)**
  - Measuring, mitigating and managing risk, not just safety events
  - Process definition of safety to accompany product definition...beyond regulatory compliance
  - Regulations as risk controls
- **Voluntary Safety Programs (VSP)**
  - Incentives
  - Trust
  - Information Protection

AQP - Systems Perspective

- **Frames training regulations as risk controls**
- **Allows alternative risk controls with approval of FAA Extended Review Team (ERT):**
  - Principal Operations Inspector (POI)
  - FAA Manager of AQP

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INFORMED CULTURE
Those who manage and operate the system have current knowledge about the human, technical, organisational and environmental factors that determine the safety of the system as a whole.

REPORTING CULTURE
An organizational climate in which people are prepared to report their errors and near-misses.

JUST CULTURE
An atmosphere of trust in which people are encouraged (even rewarded) for providing essential safety-related information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behaviour.

SAFETY CULTURE

FLEXIBLE CULTURE
A culture in which an organisation is able to reconfigure themselves in the face of high tempo operations or certain kinds of danger - often shifting from the conventional hierarchical mode to a flatter mode.

LEARNING CULTURE
An organisation must possess the willingness and the competence to draw the right conclusions from its safety information system and the will to implement major reforms.

Caution

- **Do not fall victim to current program dogma**
  - AC 120-54A: The methods and procedures in this AC describe one acceptable means of compliance. <u>Alternate means are encouraged and will be evaluated on their merit</u>.

Challenge – Improve and Innovate

"Aviation safety is a team sport, and we can't ever take our eyes off the ball. We have to embrace and encourage a culture of continuous improvement. We have to use innovation and new technology to identify and address risks – and we have to keep making air travel safer."

Peggy Gilligan, FAA Associate Administrator, Aviation Safety

Use the AQP System

- **Documents**
  - Program Audit Data Base (PADB)
    - ➢ Required AQP Documentation
- **Data**
  - Performance Proficiency Data Base (PPDB)
    - ➢ De-identified student data
    - ➢ Identified instructor/evaluator data
  - Other Sources – ASAP/FOQA/LOSA
- **Dialogue**
  - Extended Review Team (ERT)
  - FAA/Management/Labor Partnership

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Tip of the Iceberg