

SAFETY BULLETIN: JANUARY 2020

ANNUAL MANAGEMENT REVIEW: YEAR 2019

Annual Management review meeting was held on 17th January 2020 to review the performance of the Company in terms of quality, safety and compliance as stipulated by CASA PNG Rule Part 100.105 and Corporate Policy and Procedures Manual Chapter 3. The meeting was chaired by the Accountable Manager (MD) and attended by senior management.

Prior to the commencement of the meeting, MD presented safety excellence awards to Russell Veoli and Mika-John Loko for their contribution to promotion of safety in the Company.



Both Russell Veoli (Left) and Mika-John Loko (right) receiving their Safety Awards from the MD Alan Milne

MD appreciated all the staff on the achievement of highest number of OORs (970), which is a record over the last decade and appealed to continue with this good reporting culture.

Purpose of Management Review. The purpose of this review is to ensure that:

- I. Effectiveness of quality and safety management systems, and
- II. All Company policies, processes and procedures are reviewed.

Review Process. The review process consists of the following:

- a. Quality and Safety Indicators (KPIs)
- b. OORs and Audit results
- c. Effectiveness of internal quality assurance and safety management system procedures
- d. Training needs and
- e. Need to respond to changing regulatory requirements.

Follow-up Action Points. During the review, needs and scope for improvement are identified and actionable points with timeframes were assigned to the concerned Heads of Departments. These included:

- a. Review of KPIs by all departments in terms of targets versus accomplishments.
- b. Identify new opportunities or revised procedures which shall be preceded by risk assessments. E.g., changing over from hard to soft copies of controlled manuals, wherever feasible, introduction of Electronic Flight Bag (EFB) and IPADs to operating crew.
- c. Identified new requirements of training/Technical Trainer.
- d. Suggestions were made on Flight Safety Manager's Flight Data Analysis.
- e. All Departments are to note that cases of the staff sustaining injuries while at work place are not being reported by the Departments through OORs, while the patients report to Company Clinic for medical attendance. All Departments are requested to arrange sending an OOR in such cases to Safety office so that OHS Coordinator can effectively investigate and suggest preventative measures.
- f. Need for effective documentation is identified and hence, the following article is written for

benefit of all Departments.

NEED FOR EFFECTIVE DOCUMENTATION IN AIRLINES FOR BETTER SAFETY AND COMPLIANCE

We know that aviation is a highly-interactive process. One activity involves actions by more than one Department. Following are a few examples to illustrate the same:

- Special handling process involves GSAs, Company Doctor, Engineering, Ground Operations besides the Special Handling Cell itself.
- Allocation of exit row seating to able bodied passengers during check-in process by Ground Ops affects the job of Cabin Crew in aircraft which involves verification that appropriate PAX were allocated such seats and, if not, to take corrective action of re-allocating the seats to suitable PAX after the boarding is complete.
- Maintaining updated documents and manuals on board by Flight Despatch after receiving the same from Ground Ops (weight and balance manuals), Engineering (MELs), Jeppesen charts and SOPs from Flight Ops.
- On activation of Emergency Control Centre due to actual or simulated emergency, the Safety Manager will seek and obtain

the updated and authenticated passenger manifest from Traffic Systems with a shortest possible time and share the same with the Response Management Team.

- It has been our experience that we had some avoidable OORs primarily due to the gap between what is written in different manuals while addressing these interactive processes. It is not adequate to write in your manual alone as to what is expected of other Departments. There should be "handshaking" among the involved departments so that requirements defined in all the manuals do align, or proverbially called "being on the same page".

Conclusion. Document writing is not only an art but also a science. This may be guided by "ABC" principles of writing used in some militaries. i.e., Accuracy, Brevity and Clarity. While making changes to one's manuals, it may be borne in mind to check if the proposed change is likely to affect performance of any other (Department's) manual. If so, it is advised to interact and align thus avoiding the likely gaps in documentation.