



Continuation Training

Human Factors Update  
Dr Marie Langer

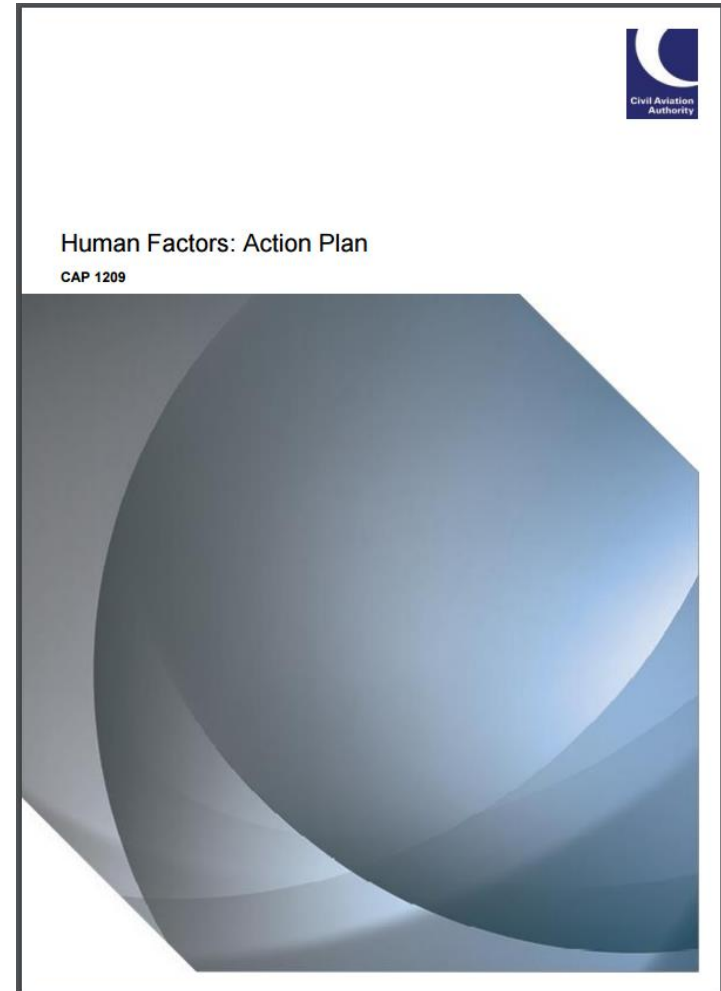
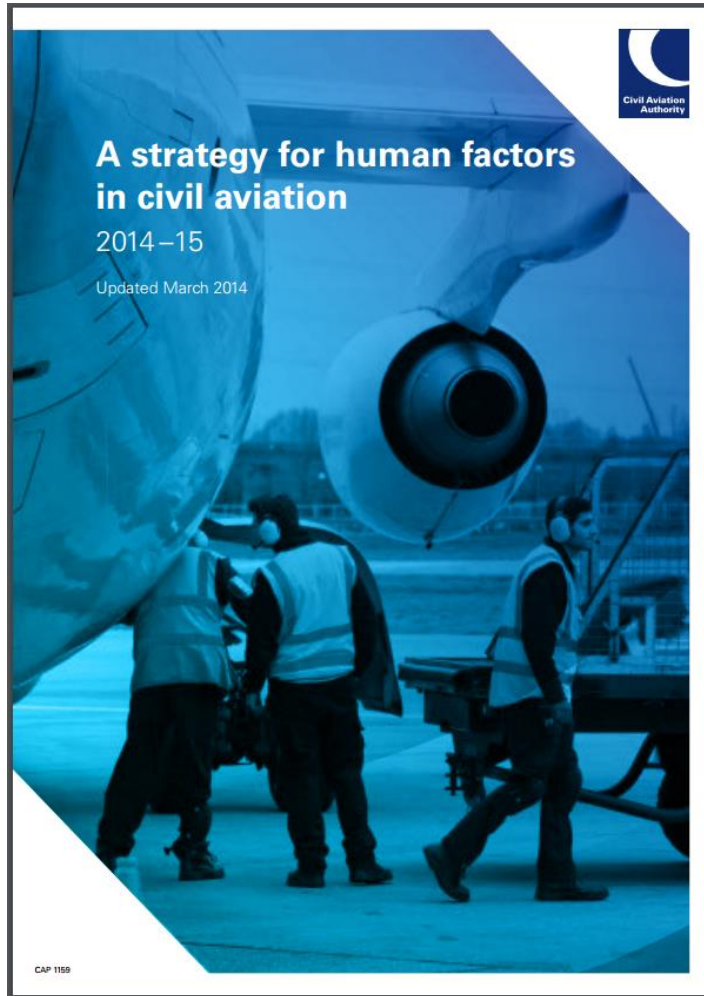
22 November 2017

# Why is it on the agenda?

- No change in statistics
- Update of CAA HF strategy/action plan
  - Review completed by end of March 2018
  - Focus on our internal capabilities
  - Collaboration with industry
- Performance Based Oversight
  - Risk picture

# HF, SMS and Root Cause





# Airworthiness HF Strategy

- Review of HF programmes
- Root cause analysis
- HF/SMS integration

# In-depth HF Audits

- 376/2014 Occurrence reporting
- Just culture
- Competence Assessment
- Manpower Planning
- Training
- Quality System

# Root cause analysis

- Developing surveyor training
- First to run on 31<sup>st</sup> Jan – 1<sup>st</sup> Feb 2018
- Industry guidance to be published
- Industry root cause seminar late 2018

# HF/SMS Integration

- Key to PBO
- SMS assessment
  - First completed in Nov 2017
  - Further SMS assessments in 2018
- EASA Part CAMO SMS requirement late 2019
- Surveyor SMS training in 2019
- HF/SMS seminar mid 2019
- Pt 145 & Pt 21 SMS integration



# In-depth HF Audits – common themes.

- Organisational change
  - Too many projects
  - Not using the change process as part of SMS
- HF not considered during day-to-day activities
- High staff turnover at all levels
  - Newly promoted staff without supervisory experience
- Occurrence reporting and Just culture  
Engineers knew how to report but did not trust the organisation

# In-depth HF Audit – common themes.

- Good competence assessment but not linked to Manpower Planning
- Good continuation training but engineers thought it was always the same
- Quality System
  - Compliance and safety disconnected
  - No capability for trending/identification of repeat findings
  - Root cause analysis inadequate

# SMS assessment

- AOC with Pt M and Pt 145 approvals
- SMS well established
  - Most principles operating
  - Effective hazard identification
  - Clear management commitment to safety
  - Evidence of self-reporting of maintenance errors
- Unclear safety objectives
- Disconnect between Safety and compliance
- Management of change not working
- Just culture - perception of shop floor staff does not match the organisational behaviour

# Questions & Thank you