White Paper

Q-Pulse®

Gael

The 4 pillars of aviation safety:
Part 4 - Safety promotion: how aviation organisations are successfully promoting a culture of safety with SMS solutions

Executive Summary

From 2009, the International Civil Aviation Organisation (ICAO) is requiring member states to make the implementation of safety management systems (SMS) that comply with ICAO standards and recommended practices (SARPs) mandatory for aviation organisations.

As put forward by ICAO, a SMS comprises four basic components, or pillars, of safety management:

1. Safety policy
2. Safety assurance

2. Safety risk management
4. Safety promotion

The last of these four pillars, safety promotion, enables organisations to establish and implement a corporate culture that develops and encourages adherence to best practices and contributes to the continual improvement of safety and quality.

This white paper considers how aviation organisations can successfully promote safety, in all areas and at every level, by implementing SMS solutions to improve communication, training and participation.

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Introduction

What is safety promotion?

As one of the key components of an ICAO-compliant SMS, the promotion of safety forms the basis of a corporate culture in which members can develop and encourage adherence to best practices in safety and quality by effectively contributing to their continual improvement.

Safety promotion itself, then, can be broken down into three elements:

1. Safety culture
2. Communication
3. Organisational learning

What is a safety management system solution?

SMS solutions offer software and services that provide a framework for a systematic and holistic approach to SMS management. By improving the management of training, enhancing communication and encouraging participation in the SMS throughout the organisation, SMS solutions enable aviation organisations to effectively promote safety in every area and at every level.

Such solutions also provide a centralised system to implement and manage SMS processes. By supporting the management of SMS processes, SMS solutions enable aviation organisations to extend and support SMS processes throughout the organisation.

From documenting and distributing policies and procedures through to identifying opportunities for continual improvement, SMS solutions enable aviation organisations to adopt a systematic approach to managing safety, and at the same time attain a holistic viewpoint of their SMS.

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How can SMS solutions help to promote a safety culture?

To effectively promote safety, aviation organisations must establish and implement a corporate culture that contributes to the continual improvement of safety and quality by developing and encouraging adherence to best practices.

To establish and implement such a corporate culture, management and employees within the organisation must understand their role in maintaining safe operations, and in actively participating in controlling and minimising risk. Maintaining this culture also requires the continuous involvement of management.

Document management

SMS solutions enable organisations to give appropriate personnel on-demand access to relevant, accurate information at the point of need. With an SMS solution that incorporates a comprehensive document management system, organisations can ensure that SMS policies and procedures are up-to-date and directly available.

Notification and escalation

As well as a centralised system to manage documents, such solutions can also offer automated change control management, including the ability to notify relevant personnel of actions for which they are responsible, and to escalate outstanding approvals and acknowledgements to the appropriate person.

Regulatory compliance

SMS solutions can also provide a systematic and holistic view of the SMS. Being able to demonstrate regulatory compliance on demand in this way also means that completed, outstanding and overdue SMS activities and actions throughout the organisation can be tracked and continually monitored.

Training management

With the ability to review training needs against policy requirements and person specifications, SMS solutions also enable organisations to demonstrate that personnel have the relevant expertise and experience to perform their roles and responsibilities.

SMS solutions also enable organisations to effectively schedule, track and record training events, activities and actions, and automatically notify appropriate personnel of upcoming safety and quality training events. In addition, by automatically identifying those personnel impacted by changes to safety and quality policies, SMS solutions can enable the scheduling of relevant procedure-based training.

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How can SMS solutions help to enhance communication?

In supporting the promotion of a safety culture, organisations must encourage every person to contribute to the organisation's understanding of its operation. SMS solutions can enable every person to contribute safety-related information at every level and in every area into a central system in which problems can be analysed, corrected and prevented.

Occurrence management

By allowing employees to raise reports on safety deficiencies, including Air Safety Reports (ASR), Ground Operations Review (GOR) and subsequent Mandatory Occurrence Reports (MOR), SMS solutions can support an effective reporting culture in which investigations can be managed systematically and holistically. With all reports available through a secure web client, SMS solutions enable safety reports to be raised by anyone with access to the corporate portal.

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Distribution of safety-related information

SMS solutions can also support an effective reporting culture by providing a robust and scalable system for the distribution of relevant safety-related information to appropriate personnel. By enabling the notification of SMS activities and actions, such solutions provide greater visibility of safety-related information and encourage greater participation in SMS activities.

Notification and escalation

SMS solutions can also enhance participation with the SMS by offering point-of-need access from notifications of overdue or upcoming actions. SMS solutions can enable overdue actions to be automatically escalated, and can notify relevant personnel of upcoming actions. Conditional messaging ensures that every person can define the circumstances in which they should be notified of activities and actions.

By enhancing communication throughout the organisation, SMS solutions can support a reporting culture that enables the effective promotion of safety, and ensures that every person can contribute to the organisation's understanding of its operation.

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How can SMS solutions help to improve organisational learning?

Organisational learning is extremely important as an element of effective safety promotion, as a key component of a safety culture is a corporate willingness to develop and learn from errors, incidents and accidents. Organisations must ensure that SMS incorporate controls to enable every person to contribute to the continual improvement of safety and quality within the organisation.

Audit management

SMS solutions enable organisations to improve processes and reduce risk through regular internal and external audit. By providing a centralised system to manage all audits, including state regulators as well as ICAO SMS, IOSA and ISAGO, SMS solutions can support the complete audit lifecycle from scheduling, planning and conducting to reporting, follow-up and conclusion.

Analysis and improvement

With detailed causal analysis of all occurrences, incidents and audit findings, SMS solutions enhance the identification of opportunities for improvement throughout the organisation. SMS solutions based on the PLAN-DO-CHECK-ACT cycle help to continually improve safety and quality and to promote a corporate culture that develops and encourages adherence to best practices.

CA/PA management

By enabling organisations to quickly and easily report hazards and non-compliances at all levels and in all areas, SMS solutions reduce time and effort spent managing corrective and preventive actions and accelerate time to completion. SMS solutions help organisations to prevent repeat occurrences of problems by notifying appropriate personnel of outstanding and overdue actions for which they are responsible.

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How can SMS solutions help to implement a framework for safety promotion?

Q-Pulse from Gael Ltd comprises a series of interconnected modules which provides aviation organisations with an integrated framework that supports Safety and Quality management processes.

By integrating quality and safety management systems with Q-Pulse, aviation organisations can achieve a systematic approach to managing Safety and Quality, and at the same time attain a holistic viewpoint of their QMS and SMS status in all areas and at all levels of the organisation.

Based on the PLAN-DO-CHECK-ACT cycle, Q-Pulse applies a systematic and holistic approach to QMS and SMS management, from documenting and distributing policies and procedures through to identifying opportunities for continual improvement.

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The Q-Pulse Integrated Safety & Quality Framework

1. Document and distribute

Q-Pulse enables the documentation and distribution of SMS and QMS policies and procedures, all with watertight Document Control.

2. Promote corporate culture

Q-Pulse enables the promotion of a

corporate Safety and Quality culture through a robust and scalable framework for training and development.

3. Assure regulatory compliance

Q-Pulse enables you to ensure your

regulatory compliance across the organisation through regular internal and external audit.

4. Manage incident investigations

Q-Pulse enables the promotion of a

corporate reporting culture, with the easy creation of safety reports and subsequent investigations to be performed in a structured, methodical manner.

5. Analyse and improve

Q-Pulse enables detailed analysis of

incidents, occurrences and audit findings with its powerful graphical analysis functionality, resulting in the highlighting of opportunities for continuous Quality and Safety improvement.

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Safety promotion – the Q-Pulse advantage

With SMS an international regulatory requirement from 2009, promoting safety effectively at all levels and in all areas of the organisation is of paramount importance for aviation organisations. The effective promotion of safety is vital to successfully implementing SMS that comply with ICAO SARPs and contribute to the continual improvement of safety and quality throughout the organisation.

With a SMS solution developed around the four components of safety management, organisations can put into place a robust and scalable framework that supports the effective promotion of safety and the implementation of ICAO-compliant SMS.

Based on the PLAN-DO-CHECK-ACT cycle, Q-Pulse from Gael Ltd is the only commercially available solution that provides a centralised and standardised framework for maintaining and improving safety and quality management.

From documenting and distributing policies and procedures to continually identifying opportunities for improvement, Q-Pulse is your solution for improving training, communication and participation in compliance with ICAO requirements.

With Q-Pulse, operators can adopt a systematic and holistic approach to managing safety and quality that meets the requirements of multiple regulations, from ICAO SMS, ISAGO and IOSA, to FAR-OPS, FAR-FCL and FAR-145, through to EU-OPS, JAR-FCL and EASA-145.

In improving training, communication and participation, SMS solutions can help to establish a corporate culture that develops and encourages adherence to best practices and contributes to the continual improvement of safety.

The 4 pillars of aviation safety:
Part 2 - How are aviation organisations successfully managing risk with SMS solutions?

Contact us now at **aviation@gaelquality.com** to find out how you can effectively establish safety policy throughout your organisation with Q-Pulse.

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