



SMS- ANALYSIS TECHNIQUES

NAS Powered by Menzies Aviation

Contents

Basic SMS

SMS Engine



Management Review

Golden Rules

What is an SMS?

- **S □ SAFETY:**

Safe operations concerning the whole organization.

- **M □ MANAGEMENT:**

Resource planning and assignment.

- **S □ SYSTEM:**

Organized set of processes & procedures.



NAS Safety Policy

The policy is intended to establish the safety culture, authorities, contractors, sub-contractors, consultants, agents, and suppliers, at every level within our business. It underpins the strategic approach to the Organisation's success and aims to guide us in our decision-making and expected behaviours.

We are fully committed to a safety-first culture for employees and non-employees and fully committed to a process of continual improvement to ensure efficient systems of work are available to safeguard employees, operational activities, and customers alike.

We will do this by setting the highest standards for safety, security, environmental and performance. We will focus on putting our employees and customers first, working harder to listen to their views and deliver, or exceed the quality and service they expect.

Serves as a statement of commitment from the upper management to:

- Comply with all the applicable legislation, to meet all the applicable requirements, and adopt practices to improve safety standards.
- Provide the necessary resources for the implementation of the safety policy.
- Apply human factors principles, including giving due consideration to the aspects of fatigue.
- Enforce safety as a primary responsibility of all managers.
- Apply 'just culture' principles to internal safety reporting and the investigation of occurrences and in particular, not to make available or use the information on occurrences:
 - to attribute blame or liability to front-line personnel or other persons for actions, omissions or decisions taken by them that are commensurate with their experience and training; or

•Promote Safety Culture.

•Assign resources to the SMS to ensure its proper functioning

To achieve this objective, we will maintain a Safety Management System (SMS) and a Quality Management System (QMS) that takes into consideration all maintenance operations aspects of our services and provides controls at each stage of the maintenance operations to ensure conformance against internal, regulatory & customer standards.

•Enable continuous improvement.

- Reflect the organisation's commitment to maintain or continuously improve the overall effectiveness of the management system.
- Define safety objectives and develop means for safety performance monitoring and measurement.
- Ensure that safety objectives are communicated throughout the organisation; and are periodically reviewed to ensure they remain relevant and appropriate for the organisation's current and future business imperatives.

•Have a safety reporting system.

- Recognise the need for all personnel to cooperate with the compliance monitoring and internal investigations.
- Apply 'just culture' principles form the basis for the organisation's internal rules describing how 'just culture' principles are guaranteed and implemented.

- Promote proactive and systematic safety management and a positive safety culture.
- continually promote the safety policy to all personnel, demonstrate its commitment to it, and provide necessary human and financial resources for its implementation.
- Provide the necessary co-operation to enable auditing tasks to be carried out. This includes, where appropriate, taking responsibility for corrective and preventative actions resulting from Inspections and Audits.
- ensure all employees are competent to do their tasks, and to give them adequate training.

All employees are expected to:

- Follow the MORSE (Operating, Responsibly, Safely, Effectively) Code.
- Report all safety and quality concerns (e.g. processes, procedures, equipment) to an appropriate person.

Signed

Dated

14 Nov 2023

Mansour Al Khezim

CEO, GM & Accountable Manager

National Aviation Services W.L.L



Working Strategies

Proactive method

- SMART
- AUDITS
- Q5
- Actively seeks to identify risks through activity analysis.

Reactive method

- Gives a response to situations which already took place.
- Morse
- Occurrence Report

Predictive method

- Risk Assessment.
- SAG
- SRB.
- SPI/SPT
- Documents real performance to review it ahead of a change.

Analysis Techniques

- For ICAO Complaint SMS Programs
- Based on Four Pillars of ICAO Framework
- Web Based
- Saves Time & Money
- Hazard Reporting
- Audit Management
- Affordable

ACCESS YOUR MENZIES APPLICATIONS

Click on the relevant box below to access your Menzies applications.

 MORSE Access to MORSE	 Cargo Claims System Access to Cargo Claims	 SMART App 2.0 Access to the new SMART Application.
 Business Travel Assistance Powered by International SOS	 IT Support Portal Access to Service Management Portal.	 WorkPlace Time & Attendance Application.
 Careers Website Menzies Aviation careers site.	 Menzies Americas Training System Menzies Americas LMS site	 SpeakUp Confidential reporting system
 Bomb Warning Threat Bomb Warning/Threat Checklist	 Timatic Access to Timatic.	 EMPOWER People Access to EMPOWER Learning and Performance
 Kronos Dimensions - EU, OC & AF Kronos T&A.	 Kronos Dimensions - Amercias Kronos T&A.	 Safety Data Sheets SDS
 Old MORSE Access to MORSE Application.	 Gift & Hospitality Register	 Salesforce
 Summize Contract Management System	 Power Bi Business Intelligence Dashboards	

Hazards Sources



SNAKES



RODENTS



BIRDS & WILD ANIMALS



UNFOLLOWED PROCEDURES



Examples of significant and typical aviation related hazards

TRASH FOD BIN COVER



WASTE OIL DISPOSAL CONTAINERS



KWI Internal Audit report YTD 2024



Q5-Safety and Quality Internal Audit System

Q5

HomeMain MenuApp DownloadSettingsLogoutHelp

Welcome, Marzouk AlSharifiCustomer: Middle East, Africa & Asia

OptionsApply ResponseLegend

Expanded AllCollapse All

Line Maintenance_MOE_Audit_Oct 2024_Issue 01_Rev 0 (85 / 720)

Maintenance Organization Exposition(MOE) (85 / 720)

General (80 / 85)

✓ MOE1.1 Statement by the Accountable Manager (5.0 / 5.0)

✓ MOE1.2 Safety Policy and Objectives (5.0 / 5.0)

✓ MOE1.3 Management Personnel (5.0 / 5.0)

✓ MOE1.4 Duties & Responsibilities of Management Personnel (5.0 / 5.0)

✓ MOE1.5 Management Organization Chart (5.0 / 5.0)

✓ MOE1.6 List of Certifying Staff, support staff and airworthiness review staff (10.0 / 10.0)

✓ MOE1.7 Manpower Resources (5.0 / 5.0)

✓ MOE1.8 Facilities (5.0 / 5.0)

✓ MOE1.9 Scope of Work (5.0 / 5.0)

✓ MOE1.10 Procedures for changes (including MOE Amendment) requiring prior approval (5.0 / 5.0)

✓ MOE1.11 Procedures for changes (including MOE Amendment) not requiring prior approval (5.0 / 5.0)

NA MOE1.12 Procedures for Alternative Means of Compliance (0.0 / 5.0)

Maintenance Procedures (25 / 325)

✓ MOE2.1 Supplier Evaluation & Subcontract Control Procedure (5.0 / 5.0)

✓ MOE2.2 Acceptance, Inspection of Aircraft Components & Materials from outside contractors/ cuts

✓ MOE2.3 Storage, tagging & delivery of aircraft components & Materials to aircraft maintenance (10.0 / 10.0)

MOE2.4 Acceptance of Tools & Equipment (0.0 / 10.0)

MOE2.5 Calibration of tools & Equipment (0.0 / 10.0)

MOE2.6 Use of Tooling & Equipment by staff (0.0 / 10.0)

MOE2.7 Procedure for controlling working environment and facilities (0.0 / 10.0)

MOE2.8 Maintenance data & relationship to aircraft component manufacture instructions includ

MOE2.9 Acceptance, coordination and performance of repair works (0.0 / 10.0)

MOE2.10 Acceptance, coordination and performance of scheduled maintenance works (0.0 / 10.0)

MOE2.11 Acceptance, coordination and performance of Airworthiness directives (0.0 / 10.0)

MOE2.12 Acceptance, coordination and performance of modification works (0.0 / 10.0)

MOE2.13 Maintenance documentation development, completion and sign-off (0.0 / 10.0)

MOE2.14 Technical records control (0.0 / 10.0)

MOE2.15 Rectification of Defects Arising During Maintenance (0.0 / 10.0)

MOE2.16 Release to service procedure (0.0 / 10.0)

MOE2.17 Records for an Operator (0.0 / 10.0)

MOE2.18 Reporting of defects to EASA / State of Registry / Operator / State of Design / Manufact

MOE2.19 Return of defective aircraft component to store (0.0 / 10.0)

MOE2.20 Defective components to outside contractors (0.0 / 10.0)

MOE2.21 Control of Computer maintenance records system (0.0 / 10.0)

MOE2.22 Control of man hours planning vs. scheduled maintenance work (0.0 / 10.0)

MOE2.23 Critical Maintenance Tools and Equip-Capturing Methods (0.0 / 10.0)

MOE2.24 Specific maintenance procedures (0.0 / 10.0)

MOE2.25 Procedures to detect & rectify maintenance errors (0.0 / 10.0)

MOE2.26 Shift / Task handover procedures (0.0 / 10.0)

MOE2.27 Procedures for notification of maintenance data inaccuracies & ambiguities to the type cert

MOE2.28 Production planning and organizing of maintenance activities (0.0 / 10.0)

MOE2.29 Airworthiness review procedures and records (0.0 / 10.0)

MOE2.30 Fabrication of Parts (0.0 / 10.0)

MOE2.31 Procedure for component maintenance under aircraft or engine (0.0 / 10.0)

MOE2.32 Maintenance away from approved location (0.0 / 10.0)

MOE2.33 Procedure for assessment of work scope as line or base maintenance (0.0 / 10.0)

Additional Line Maintenance procedures (0 / 70)

MOE L2.1 Line Maintenance Control of Aircraft components, tools, equipment etc. (0.0 / 10.0)

MOE L2.2 Line Maintenance Procedures Related to Servicing / fueling / deicing including inspection f

MOE L2.3 Line Maintenance Control of Defects & Repetitive Defects (0.0 / 10.0)

MOE L2.4 Line Maintenance Procedure for Completion of Technical Log (0.0 / 10.0)

MOE L2.5 Line Procedure for pooled parts and loan parts (0.0 / 10.0)

MOE L2.6 Line Procedure for return of Defective parts removed from aircraft (0.0 / 10.0)

MOE L2.7 Line Procedure for Critical Maintenance tasks and Error Capturing Methods (0.0 / 10.0)

Management system procedures (0 / 90)

MOE3.1 Hazard identification and safety risk management schemes (0.0 / 10.0)

MOE3.2 Internal safety reporting and investigations (0.0 / 10.0)

MOE3.3 Safety action planning (0.0 / 10.0)

MOE3.4 Safety performance monitoring (0.0 / 10.0)

Kuwait KWI LM (In Progress) (Marzouk AlSharifi) 10/21/24 01:10 PM GMT

QuestionUDFDocsCARCAT Type

1 - 1 - 1

Subject to QC

Question Question History

MOE1.1 Statement by the Accountable Manager

Guidance

Narrative

Related Document References Number: 0Add a new document reference

Individual References Number: 0Add a new individual reference

Possible Score 5UpgradeDowngradeActual Score 5

Select Response Yes▼

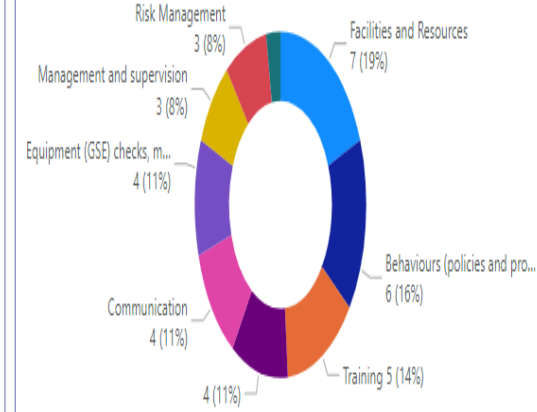
SaveUn-Answer

KWI External Audit findings 2024

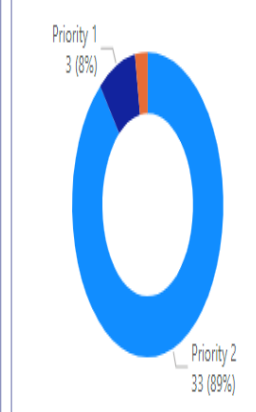
Findings by Region



Finding Group (Diagnostic)



Finding Priority



Findings per BU

Business Unit	Count of ID
KWI-GH	24
KWI-CGO	6
KWI-ENG	6
KWI-LGE	1
Total	37

Findings per BU Type

BU Type	Count of ID
GH	25
CGO	6
LM	6
Total	37

Findings per Audit Scope

Audit Scope	Count of ID
Station Audit	16
GH Audit	7
ISO Certification Audit	4
Ground Handling activities	3
Annual DGCA /Regulatory Audit for 2023-Part 145	3
Quality Audit	2
Quality Compliance	2
Airside Ground Operations	1
Total	37

Findings per Auditing Organisation

External Audit Organisation Conducted by	Count of ID
DGCA	9
Lufthansa	8
Emirates	6
ISO certification	5
DHL	3
Air India Express	2
Fly Dubai	2
Salam Air	1
SalamAir	1
Total	37

Findings per Finding Type

Finding Type	Count of ID
Other	12
Documentation and records	4
Equipment and Facilities	4
Cargo Facilities	2
GSE Maintenance	2
Policies and	2
Total	37

SMART APPLICATION



Event Reporting System

- . NAS has a reporting system in place, which is key to the proper functioning of the SMS and shall involve customers as key participants

SEE SOMETHING,

SAY SOMETHING.

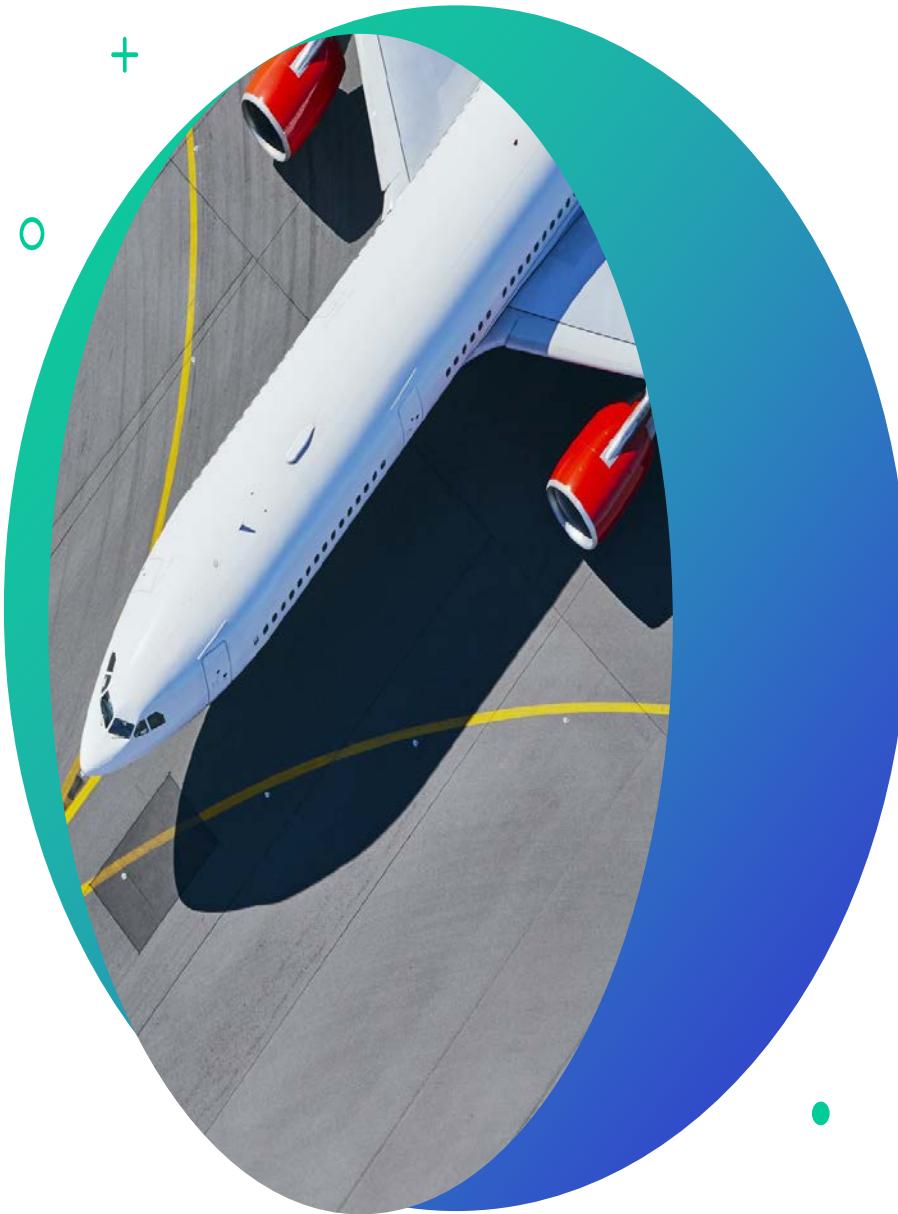


Need to report a
Hazard or Near
Miss?
It's easy, scan here!

Once you have scanned the QR code you will be taken to a mobile (iOS or Android) user friendly MORSE page that will request some details about the Hazard or Near Miss you want to report. Once the details are collected you can submit and it will go into the system to be reviewed. Super easy, super quick and no pen and paper!



Event Reporting System



Who shall report?

- Everyone shall report the events they witness.

How should reports be submitted?

-Directly, through a Safety Focal Point or through Software applications.

When shall be reported?

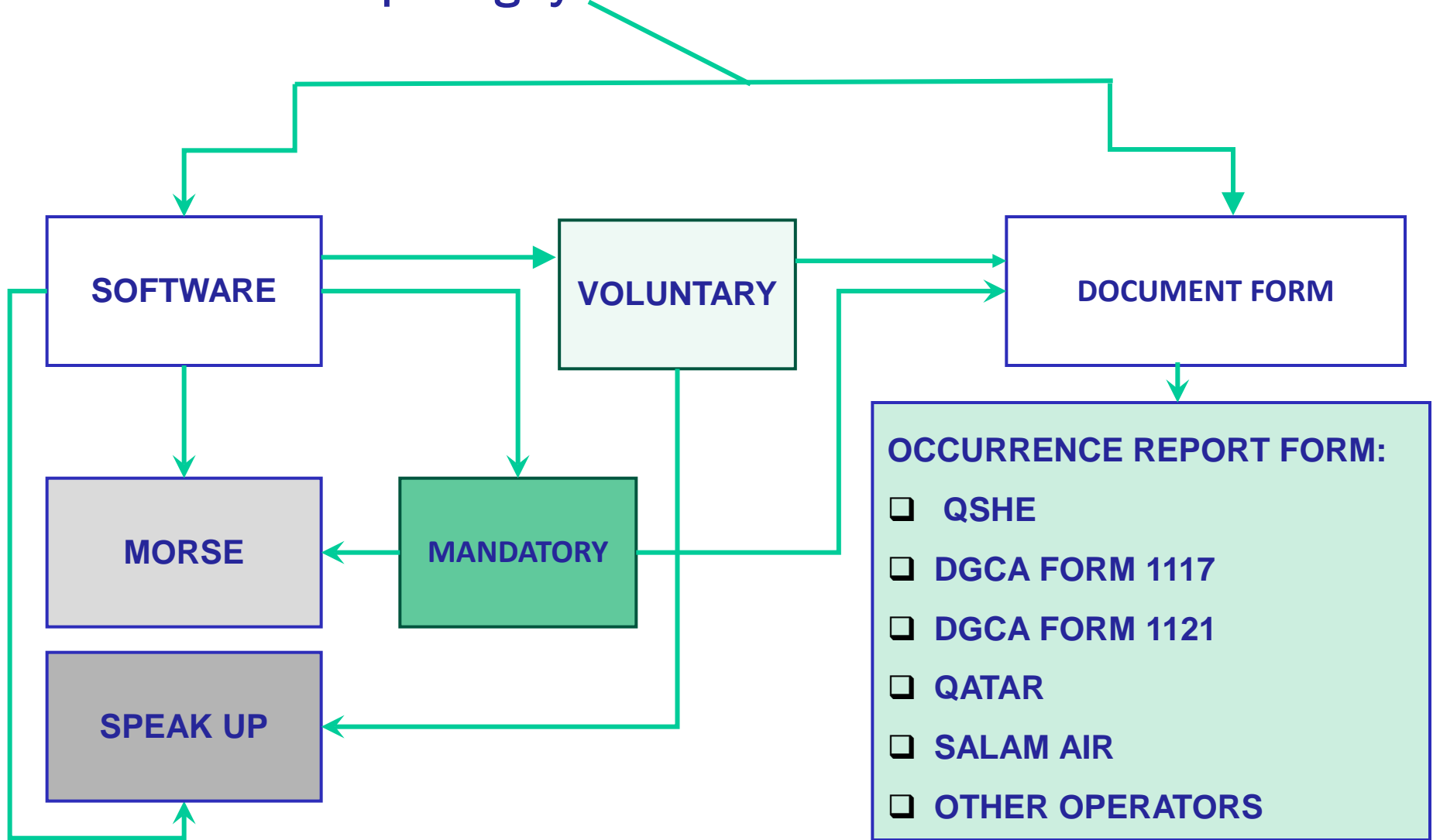
Events shall be reported ASAP, & no later than 72 hours

What shall be reported?

Any event witnessed which may imply a Safety Risk

(Ground damage, Incorrect procedure applied, Leaks, Spills, Security breaches, DG Incidents...etc)

Event Reporting System



MORSE



MORSE App-MENZIES OPERATING RESPONSIBLY SAFELY EFFECTIVELY

Risk Management

Risk management is a step-by-step process for controlling safety risks caused by hazards.

- Identify hazards
- Assess the risks
- Control the risks
- Record findings
- Review the controls



Risk Management Investigations

Incident and occurrence investigation is a major component of the organization's safety management system.

The system used the three most widely tools:

- Bowtie Analysis;
- Risk Matrix; and
- Decision Trees



Risk Assessment



Emergency exits are escape routes in when ever there is a need to evacuate people. The passages leading to emergency exits must be free of obstruction, always. The existence of an emergency exit can be the difference between life and death. Emergency Exits must be regularly checked and inspected, and if any blockage is found, it must be removed immediately.



Risk Assessment (RA)

**Property Incident-Cargo
kept in passage obstructing
emergency exit**

BU: KWI-ENG

Date: 18/08/2024

Prepared by: [Onias Masaka](#)

Note: The naming convention of this document, copy and paste the below after closing this document:

Property Incident-Cargo KWI-ENG Ref 1.13 v1

Full details on Hazard Identification & Risk Assessment Policy is contained in section 3 of the Health & Safety Manual, MOE Part SMS, PIM 5.5;2.7.2; 3.7, KCASR section 19, And ICAO document 9859

Risk Assessment

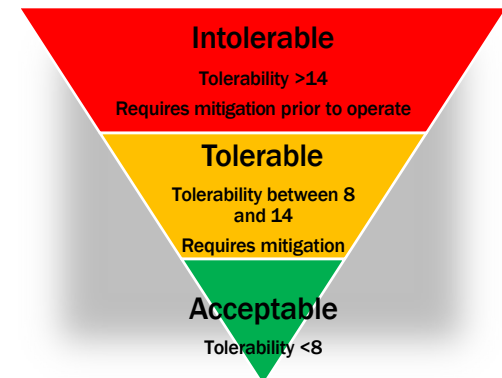
RISK ASSESSMENT											
Identified Hazard		(a) What are you already doing?	Initial RA			(b) Have risks been reduced "as low as reasonably practicable"? If not, recommend further mitigating control	Name of responsible person(s)	Agreed Completion Date(s)	Residual risk rating (Effect after b)		
Identify and list any Hazards?	Identify and list who/what is at risk and how harm/damage might occur?		L i k e l i h o	S e v e r i t	R i s k R a t i				L i k e l i h o	S e v e r i t	R i s k R a t i
1.0 Cargo Damage	<p>Employee (incl agency), customer, visitor, passenger, contractor, and sub-contractor. The infection may lead to...</p> <ul style="list-style-type: none"> Cargo on passageways can be knocked over. Unsafe Conditions 	<p>Instructions to :</p> <ul style="list-style-type: none"> Move the cargo from the passages. Find a proper storage spaces for cargo. Restrict use of passages littered with cargo. <p>SMS</p> <ul style="list-style-type: none"> 2.0 (2.2 - Hazard Identification, Management of Change (MoC) & Risk Assessment/Mitigation) 4.0 (4.1 Training & education) 4.0 (4.2.1 Examples of health & safety communication) KCASR 19-Safety Management -Part I ICAO SAR-Standard and Recommended Practices-Annex 19-Safety Management ICAO Safety Management Manual Document 9859 MOE: 1.8, 2.7.2, 3.7; <p>H&S</p> <ul style="list-style-type: none"> 3.0 (3.3.6 - Dynamic Risk Assessment) 3.0 (3.6 - Human Factors Programme) 5.0 (5.1 - Accident, incident and dangerous occurrence reporting - fair and just reporting culture) 5.0 (5.3 - Near miss incidents, non-major, personal injury) 5.0 (5.7 - Fair and just reporting culture and accountability) 6.0 (6.4 First aid) 7.0 (7.1 Management of contractors, sub-contractors, and visitors) <p>Training</p> <ul style="list-style-type: none"> CORP_INDUCION (MORSE Induction: Module 1 Part 2 - Human Factors) <p>SMART inspections</p>	3	2	6	<p>✓ Move cargo from present position to the storerooms.</p>	Mohamed Waseem	Completed on 20/08/2024	1	2	2

Risk Matrix

		Probability				
		1	2	3	4	5
Severity	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

Risk PROBABILITY Assessment		
DEFINITION	Meaning Value	Value
Frequent	Likely to happen many times.	5
Occasional	Likely to happen a few times.	4
Remote	Unlikely, but possible to happen.	3
Unlikely	Very unlikely to happen.	2
Extremely Unlikely	Almost inconceivable that the event occurs.	1

Risk Severity Assessment					
Category	1 (Negligible)	2 (minor)	3 (major)	4 (hazardous)	5 (catastrophic)
Safety	No effect	Degrades or affects procedures or aircraft performance	Significant system partial failure. Application of abnormal procedures	Significant system total failure. Application of emergency procedures	Aircraft/Hull loss.
Life Loss	No loss	Minor Injury	Major Injury	One fatal injury	Several fatal injuries.
Income/Property Impact	No loss	Minor loss (less than €50k)	Major loss (less than €100k)	Significant loss (less than €500k)	Massive loss (greater than €500k)
Environmental Impact	No impact	Minor effect	Contained effect	Important effect	Massive effect
Reputation Impact	No impact	Localised and limited impact	Limited impact at industry level	National/European Impact	International Impact



Risk Register

Risk Register - form

Hi, Marzoug. When you submit this form, the owner will see your name and email address.

* Required

1. Risk Assessment & Ref *

AI Deicing Ref 1.01 v2

2. Status *

☐ In progress

☐ Approved

☐ Awaiting approval

3. Date assessment was completed *

Please input date (M/d/yyyy)

4. Date assessment is due *

Please input date (M/d/yyyy)

5. DU Calculation *

Select your answer

6. Risk Assessor (s) (Name - First and Last) *

Enter your answer

7. BU (Business Unit) e.g KWI-GH, LHR-ITP *

Enter your answer

8. Region *

Enter your answer

9. Reason for review *

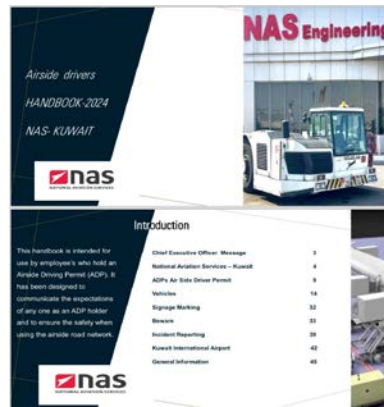
Select your answer

Submit

MORSE WEEK



GUIDE BOOK



SAFETY NOTICES



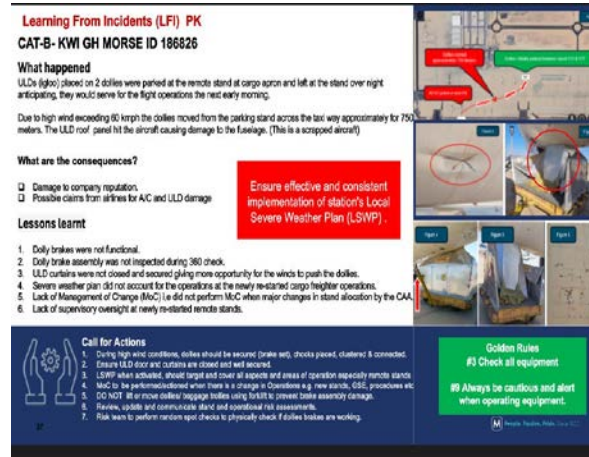
POSTERS



EMPOWERIN TRAINING



LEARN FROM INCIDENT



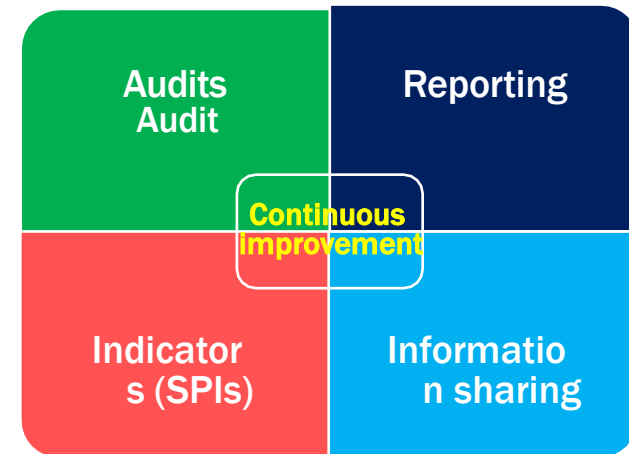
Safety Promotion

HOURS OF AWARENESS



Operators Responsibility

- Provide communiqués, announcements and other documentation
- Facilitate the sending of reports
 - .
- Distribute applicable procedures.
- Additionally, participate in auditing processes



Monthly Review Meetings



The MRM has three primary functions, including:

- Monitoring safety performance against safety policy and objectives.
- Monitoring whether safety actions are completed in a timely manner.
- Monitoring the effectiveness of management system processes

Aviation System Risk
Assessment and
Management

2024 Risk Business Plan

*“Simplify to
Multiply”*



Reduce 10% Personal Incidents against 2023.

“Consistent hazard identification and risk assessments”



Reduce 10 % Aircraft Incidents against 2023.

“GSE Preventive Maintenance, Weekly Inspection, Pre-use 360-degree check”



Reduce 10 % Security Incidents against 2023.

“Security Training, Regular awareness on ZERO tolerance policy.”



Reduce 10% Near Miss Incidents against 2023.

“Proactive hazard identification and risk assessments”

Lagging Indicators

STN Risk Business Plan- Tracker- Lagging Indicators- KWI 2024

Presented by : **Mansour//Marzouq (LM)**

SI	Tracking / Measure of Success	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	Hazard Reporting YTD >1% improvement against Pr. Yr 355 Measure: every month meet or exceed Monthly Target Average 31 Calculation: SUM (355*1%) 359/12=monthly average.	--	--	--	--	Target: ≥ 5 Actual: 2	Target: ≥ 5 Actual: 5	Target: ≥ 5 Actual: 6	Target: ≥ 5 Actual: 6	Target: ≥ 5 Actual: 6	Target: ≥ 5 Actual: 6			31
2	Near Miss YTD 10% reduction against Pr. Yr 1 Measure: every month no more than Monthly Average Calculation: SUM (2023 actual - 10%)/12=monthly average.	--	--	--	--	Target: ≤ 2 Actual: 0	Target: ≤ 2 Actual: 0	Target: ≤ 2 Actual: 0	Target: ≤ 2 Actual: 0	Target: ≤ 2 Actual: 0	Target: ≤ 2 Actual: 0			0
3	Personal Incident YTD 10% reduction against Pr. Yr 19 Measure: Every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%)/12=monthly average.	--	--	--	--	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0			0
4	Aircraft Incident YTD 10% reduction against Pr. Yr 6 Measure: Every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%) 5/12=monthly average.	--	--	--	--	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0			0
5	Security Incident YTD 10% reduction against Pr. Yr 3 Measure: Every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%)/12=monthly average.	--	--	--	--	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0			0
6	Vehicle/GSE Incident YTD 10% reduction against Pr. Yr 23 Measure: every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%)/12=monthly average.	--	--	--	--	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 1			1
7	Environmental YTD 10% reduction against Pr. Yr 6 Measure: every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%)/12=monthly average.	--	--	--	--	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0	Target: ≤ 0 Actual: 0			0
8	Property YTD 10% reduction against Pr. Yr Measure: every month no more than Monthly Average xxx Calculation: SUM (2023 actual - 10%)/12=monthly average	--	--	--	--	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0	Target: ≤ 1 Actual: 0			0

RAG Legends

Meeting Target Achieved /Better / Yes

Below monthly Target/ Worse /No

Leading Indicators

STN Risk Business Plan - Tracker 2024- Leading Indicators- KWI 2024

Presented by : **Mansour A /Marzouq (LM)**

SI	Tracking / Measure of Success	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	Consistent SMART oversight (meet the agreed monthly target, 100% (Set SMART Targets) <i>LM Transit checks (maintenance actions)(10) LM routine Transit checks(5)</i>	--	--	--	--	Target: ≥15 Actual:18	Target: ≥15 Actual:21	Target: ≥15 Actual:26	Target: ≥15 Actual:32	Target: ≥15 Actual:16	Target: ≥15 Actual:26			139
2	No. Inspection + Spot check findings The target is NOT to have 0 findings. Guidelines: No. of findings= Insp Target x 5%.	--	--	--	--	1	2	6	6	3	4			22
3	Zero SMART overdue CARs	--	--	--	--	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0			0
	Zero Q5 overdue CARs	--	--	--	--	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0			0
4	No repeat trend two months in a row	--	--	--	--	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0	Target: 0 Actual: 0			0
5	YTD 95% of external audits resulting in zero findings	--	--	--	--	1 audit (2 findings)	1 audit 0 findings	1 audit 0 findings	1 audit 0 findings	1 audit 0 finding	1 audit 0 finding			2
6	98% Training conformance against all categories of training.	--	--	--	--	99%	99%	99%	99%	98%	99%			99%
7	100% Tools Calibration.	--	--	--	--	100%	100%	100%	100%	100%	100%			100%
8	Complete all 5 enrolled Ready to Lead courses. Measure: meet or exceed Monthly Average xx Calculation: SUM (2024 Plan / 12) =monthly average. Overall total trained: 204 (whole KWI)	--	--	--	--	Target: 0 Actual: 0	Target: 3 Actual: 0	Target: 3 Actual: 0	Target:0 Actual:0	Target:0 Actual:0	Target:0 Actual:0		Target: 0 Actual: 0	0
9	Complete all 4 enrolled Living Leadership courses. Measure: meet or exceed Monthly Average xx Calculation: SUM (2024 Plan / 12) =monthly average Overall total trained: 3 (LM team)	--	--	Target: 1 Actual: 1	--	Target: 2 Actual: 2	Target: 0 Actual: 0	Target: 0 Actual: 1	Target:0 Actual:0	Target:0 Actual:0			Target: 0 Actual: 0	4

RAG Legends

Meeting Target Achieved /Better / Yes

Below monthly Target/ Worse /No

**if there are zero incidents and near miss, then target is N/A and RAG colour should be Amber.*

NAS Safety Action Group

Safety Action Group (SAG):

- The operational arm that implements safety
- plans and
- monitors performance.

SAFETY ACTION GROUP MEETING (SAG)

MINUTES OF MEETING-August-2024

Venue: NAS L/M MEETING ROOM

Date:07-August-2024 Time: 10:00 to 11:00

Attendees: Mr. Marzoug JMM Alsharif, Safety Management Manager (SMM)
Mr. Issam Musharafieh, Aircraft Engineer
Ms. Manisha Kannoujia, Quality Assurance Engineer (QAE)
Mr. Masaka Onias
Mr. Mohamed Waseem
Mr. Waleed Alshameri

Subject: Safety Action Group (SAG) Meeting

1. Purpose of meeting:

The Safety Manager refreshed the attendees of the purpose of the meeting, the agenda to be discussed and the reference regulations. The meeting comprised of two elements of being the Safety Action Group (SAG) meeting.

2. Points Discussed

A. In the first element, the SAG:-The Safety Manager gave a presentation and apprised the participants on the following topics:-

- 24 July 2024 Safety Review Board Meeting.
- General Training for Mechanics.
- Jazeera complains about Flights Delay due to mechanics not reporting on time.
- Interaction with Menzies Software: Smart Inspections.
- Airfield Driving.
- Safety Issues.

In the second element, the following issues were covered

Briefing on the following:

- The role Lead Mechanic (A1) plays in Shift management
- Need to observe Airside Driving speed limit

NAS Safety Review Board

Safety Review Board (SRB):

- The highest safety decision-making body that sets policies and oversees the SMS.



MINUTES OF MEETING-Jan-2024

Venue: NAS HQ-CEO Office

Date: 07-Jan-2024 Time: 12:00 to 13:30

Attendees: Mr. Mansour Al Kheziem, CEO, Accountable Manager & GM, (AM)
Mr. Abdel Gadir Salih, Quality Assurance Manager, (QAM)
Mr. Hatim Mohd Abdelrazig, Line maintenance manager (LMM)
Mr. Adel Hassan Farrag, Senior Manager QHSE Safety & Quality

Subject: Management Review Meeting (MRM) - Safety Review board (SRB) meeting

1. Purpose of the meeting:

The Quality manager refreshed the attendees of the purpose of the meeting, the agenda to be discussed and the reference regulations. The meeting comprised two elements , one being the Management Review Meeting (MRM) and the other being the Safety Review Board (SRM) meeting.

2. POINTS DISCUSSED

A. In the first element, the MRM:-The Quality Manager used a power point presentation and apprised the Accountable Manager on the following topics:-

a) Discussion of Internal and External audit program 2023.

i) The Audit Program was started in Jan-2023 as planned. All internal audits were completed on time.

Internal Audit	Date	Finding Observations /	Status	Highlights
PA-01-2023	17-Jan-23	Nil	Closed	
SC-01-2023	23-Jan-23	3/0	Closed	
Supplier Evaluation- Jan 2023	24-Jan-23	Nil	Closed	
IA-01-2023	28-Feb-23	Nil	Closed	
IA-02-2023	28-Mar-23	Nil	Closed	
IA-03-2022	19-Apr-23	Nil	Closed	
DXB-01-2023	04-Apr-23	-	Canceled	Audit Canceled-NIL operation
KRT-01-2023	04-May-23	-	Canceled	Audit Canceled-Due to WAR
IA-04-2023	28-May-23	Nil	Closed	
IA-05-2023	21-Jun-23	1/1	Closed	
NAS-EXT-01-2023	25-Jul-23	NIL	Closed	
IA-06-2023	26-Jul-27	6/0	Closed	3 NCR's extended till Dec-2023. They are re evaluated and transferred to IA-11-23. -DXB and SHJ station communication Issues. -Procurement Related Issues

AIM = ZERO ACCIDENT!



If we can't always hit the target how do, we always get as close as we can - SMS

MENZIES 10 GOLDEN RULES



THANK YOU!

