

# SMS Implementation at DC-ANSP

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Quality Assurance & Safety Management

SMS Implementation Workshop for ANSP's  
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**DC ANSP**  
Dutch Caribbean Air Navigation Service Provider  
*We guide you home safely!*



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# Introduction DC-ANSP (1)

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- Provides air traffic services within the Curacao Flight Information Region (FIR)
  - Area control services in the Curacao FIR;
  - Aerodrome and Approach control services for Curacao;
  - Aerodrome and Approach control services for Bonaire on behalf of the Government of the Netherlands;
  - Flight Information services;
  - Alerting services;

# Introduction DC-ANSP (2)

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- Aeronautical Information Services:
  - Publication of the Dutch Caribbean Aeronautical Information Publication (AIP) for Curacao, Aruba, Bonaire, St. Martin, Saba and St. Eustatius;
  - Publication of Notice to Airmen (NOTAM) for the Islands of the Dutch Caribbean.

# SMS Acceptance & Monitoring

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- SMS Certification - December 1, 2017
- Extensive audit by CCAA and ILT
  - Documentation and verification audits
- SMS Compliant with:
  - Air Traffic Legislation:
    - Curacao; and
    - BES Islands (Bonaire, Saba & St. Eustatius)
  - ICAO Annex 19
- SMS monitoring through annual CAA audits



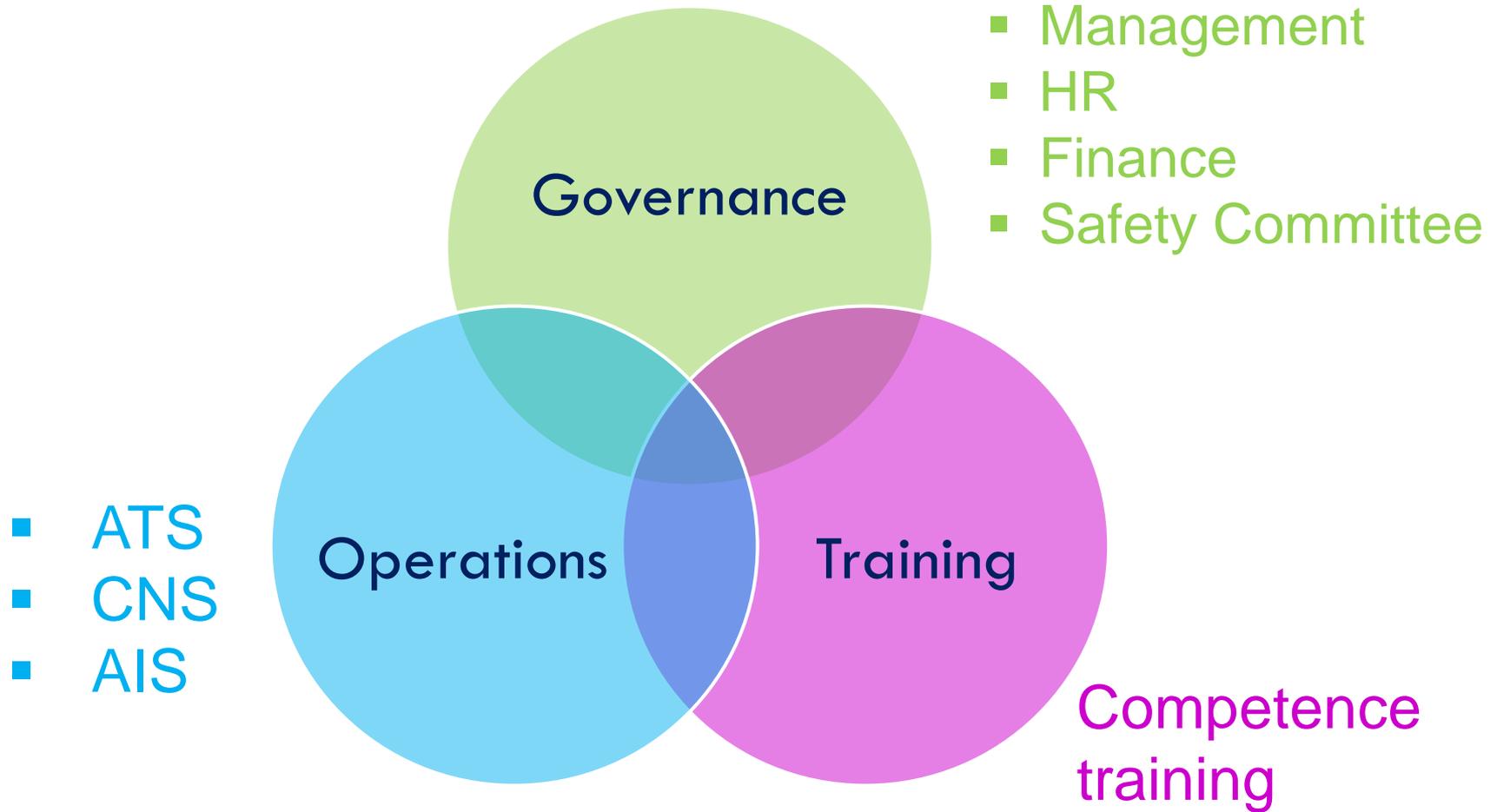
# Guidance for Implementation

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- ❑ Documentation:
  - ❑ ICAO Doc 9859
  - ❑ CANSO Standard of Excellence
  
- ❑ CAA: Carried out pre-safety audits to support SMS implementation
  
- ❑ CANSO: Participated in CANSO Safety Maturity Survey and CANSO SEANS

# Development of SMS Procedures

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# Development of SMS Procedures

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- System Maintenance & Planning
- Aeronautical information publications
- Operational Reporting
  - Watch log, mandatory and voluntary reporting
- Change Management
- Hazard Identification and Risk Management

# Development of SMS Procedures

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- Safety Investigations
- Safety Recommendations (remedial actions)
- Emergency Coordination Planning
- Internal Audits
- Safety Surveys on specific operational areas
- Safety Promotion
  - Semi-annual Safety briefing to all employees
  - Quarterly Safety Bulletin

# Development Safety Manual

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- Safety Manual approved by management
- Safety Policy and Objectives displayed to employees
- Safety Roles and Responsibilities identified
- Safety Performance Indicators reported to management
- (Centralized) Safety Documentation Library

# SMS Collaboration

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- Curacao and Bonaire Airports
  - Quarterly safety meetings
  
- Regulators at Curacao and the Netherlands
  
- Adjacent Area Control Centers
  - ▣ Current: Mostly between operational offices
  - ▣ Future: Pursuing collaboration between safety offices



# Implementation Challenges

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- Shift to risk based thinking
- Development of a positive safety culture
- Commitment employees
- Collection of data
- Limited guidance for SMS implementation



# Continuous Improvement

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- Further engage employees towards safety reporting and involvement with SMS
- Further enhance safety culture
- Further enhance Change Management
- Further automate SMS processes and data collection
- Integrate QMS and SMS towards ISO9001 certification
- Establishment of collaboration agreement between Dutch Kingdom CAAs to share oversight expertise

# Regional collaboration proposal

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- ❑ Establish safety network
  - sharing of experiences and best practices between ANSP's in the region
  
- ❑ Timely safety information sharing between adjacent centers

**THANK YOU!**



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