

Session 4

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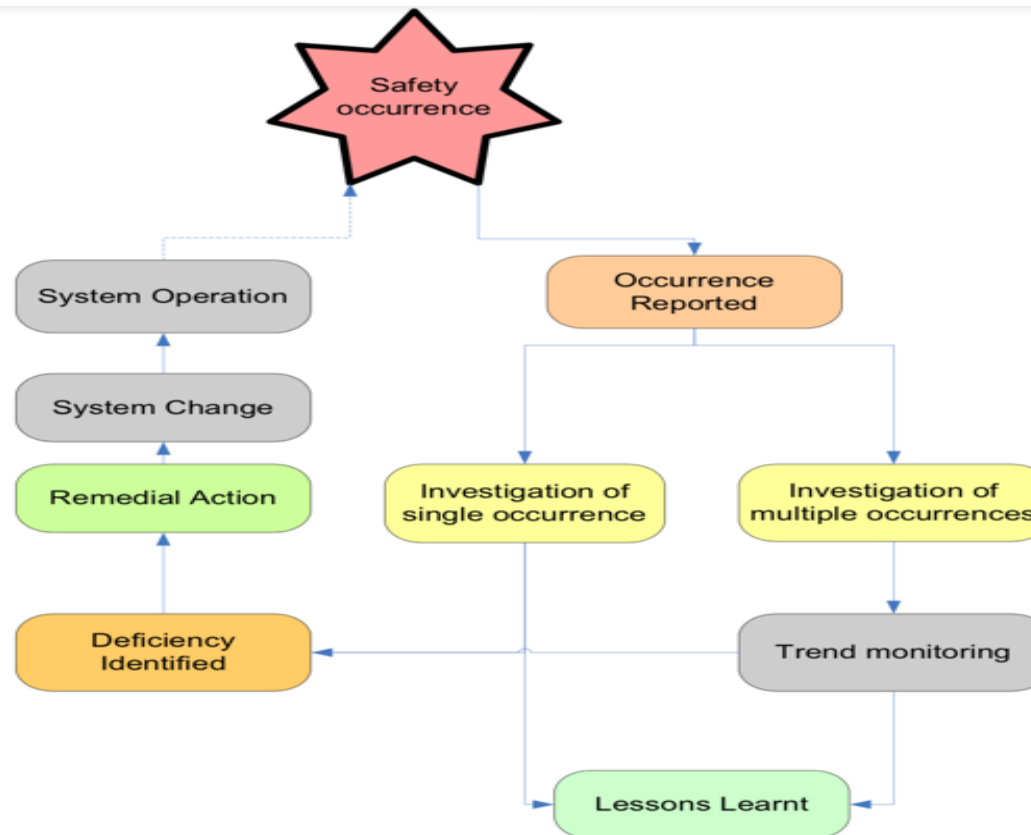


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SAFETY ASSURANCE: **Safety Reporting, Investigation and Improvement**



Safety Reporting, Investigation and Improvement



Range of Safety Occurrences

Accident	Incident	Hazardous Event	Safety Concern
Damage to person or infrastructure	Safety levels reduce, but there is no damage or injury to personnel or infrastructure	An event that provides insights into hazards that exist in the system but does not meet the definition of an incident – difficult to understand, as it is a negative definition	An issue raised within the organisation; depending upon the culture, issues may go unmentioned, ignored if raised, or reported only if a confidential reporting mechanism is available
 Increasing amounts of data on which to base decision-making			

SAFETY ASSURANCE: Operational Safety Surveys and SMS Audits



Operational Safety Surveys and SMS Audits

Assurance Level	Type	Conducted By	Primary Concern
I: Independent Third Party	External Audit	Regulator	<ul style="list-style-type: none"> Service is being delivered in accordance with operational/technical requirements (safety audit). SMS meets regulatory requirements.
	Internal Audit	Independent Audit Authority within ANSP	<ul style="list-style-type: none"> Service is being delivered in accordance with operational/technical requirements (safety audit). SMS meets regulatory requirements. High-level SMS processes are being complied with.
II: System Owner	SMS Audit	Independent Safety Function	<ul style="list-style-type: none"> SMS processes are being complied with. SMS processes and tools are effective.
III: Operational Management	Unit Assessment	Unit Management	<ul style="list-style-type: none"> SMS compliance is monitored on a day-to-day basis.

SAFETY ASSURANCE: **Safety Performance Monitoring and Measurement**



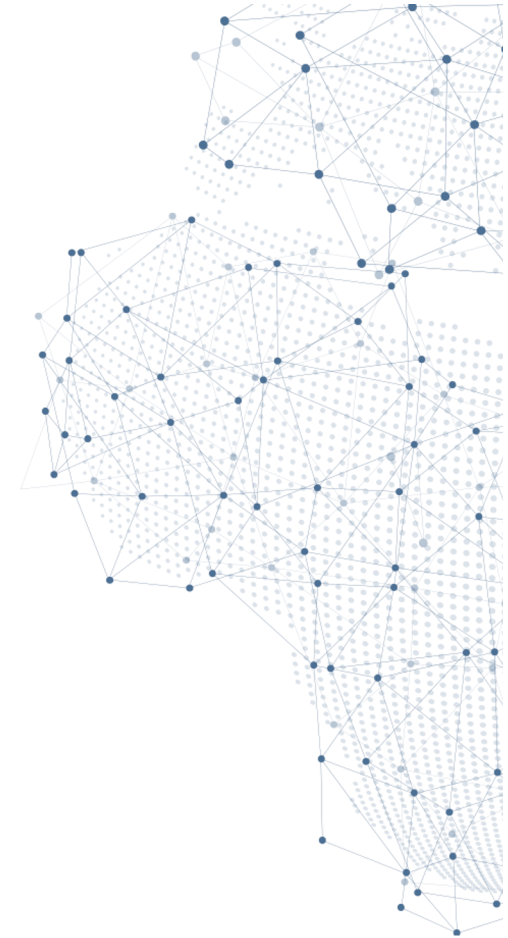
Safety Performance Monitoring and Measurement

- ***Measure*** – value that is quantified against a standard at a point in time.
- ***Metric*** – the degree to which a particular subject possess the quality that is being measured, and is based upon two or more measures.
- ***Indicator*** – indicates what should be measured.

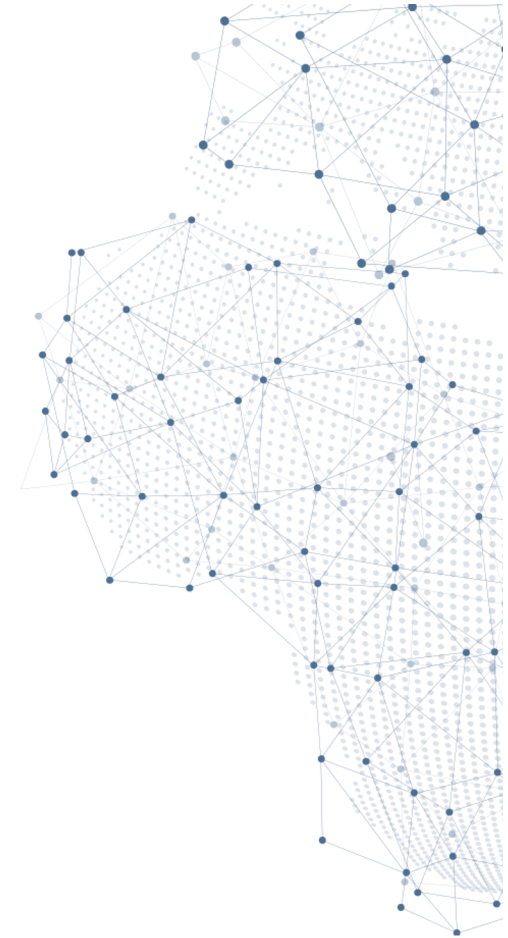
Characteristics of Good Indicators



SAFETY ASSURANCE: Management of Change



Management of Change





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