

DAY ONE 0900 - 1700

- ▶ **Introductions and Course Outline:**
- ▶ **Why are You Here?**
- ▶ **Introduction to Management within the FBO Environment**
 - ▶ Your Expectations
 - ▶ Managing Other's Expectations of your Role – Organization, Customers
 - ▶ Upward Communication – Executive Leadership
 - Direct and Dotted Lines
 - ▶ Outward Communication – Peers
- ▶ **Organizational Balance of Finance & Safety**
- ▶ **Safety Programs and Benefits**
- ▶ **Key Safety Personnel – “Someone Must Manage All of This - This is You!”**
 - ▶ The Safety Manager Role – “A Critical Resource or Cop?”
 - ▶ The Skills and Tools You Need
 - ▶ Core Attributes of an Effective Safety Manager
 - Training
 - Skills
 - Knowledge
 - Experience
 - ▶ Developing a Job Description
 - ▶ Reporting – “Up, Out and All Around”
 - ▶ Continuous Education & Networking
 - ▶ Communication and Trust
- ▶ **Introduction to a Safety Management System (SMS)**
- ▶ **Genealogy – “From Piper Alpha to Today”**

LUNCH BREAK

- ▶ **Dr. James Reason Univ. of Manchester – *Human Factors to SMS***
- ▶ **Definitions**
- ▶ **Evolution – *From Prescriptive System to Performance Based System***
- ▶ **Components and Elements of an SMS**
- ▶ **ICAO Annex 19, Doc 9859 SMS, FAA 14 CFR Part 5 and Advisory Circular**
- ▶ **Key Elements - *Four Pillars and the 12 Elements of Safety Management Systems***
- ▶ **SMS Process Flow Discussion and Examples**
- ▶ **Group Exercise**
 - ▶ Exercise Outline – 1: Develop Your Job Description and Education Needs
- ▶ **Q&A – Review**

DAY TWO 0800-1700**▶ Safety Policy and Objectives**

- ▶ Organizational Commitment – *Reporting Lines*
- ▶ The Safety Policy - *Words or Meaning*
- ▶ Safety Accountabilities and the Accountable Executive (AE)
- ▶ Definition of an AE
- ▶ Key Safety Personnel – *This is You*

▶ SMS Documentation

- ▶ The Need for Accurate Documentation & Standard Operating Procedures (SOPs)
- ▶ SMS, Safety Program, OSHA, and EPA
- ▶ OSHA 29 CFR 1910 General Industry
- ▶ Aligning to Voluntary Standards – IS-BAH, IS-BAO, NATA, ACSF, and ATA-103
- ▶ Emergency Response – *“It’s Not Just About an Air Crash....”*

▶ Group Exercise

- ▶ Exercise Outline – 2: Develop an ERP Drill Scenario Appropriate to your Organization

LUNCH BREAK**▶ Safety Risk Management**

- ▶ Basic Application of Risk Management
- ▶ The Move – *From a Reactive System to a Predictive Environment*
- ▶ Swiss Cheese Model of Accident Causation
- ▶ Management of Change vs. Resistance to Change
- ▶ The Human Factor Element in Safety Management – *Practical Drift and PINC*
- ▶ Hazard Identification – *Understanding the Environment*
- ▶ Reporting & Tools – *Required, Voluntary, Confidential, and Open Door*
- ▶ Risk Assessment and Mitigation
- ▶ How to Quantify the Risk – *The Use of Quantitative and Qualitative Methods*

▶ Safety Assurance

- ▶ Auditing and Inspections
- ▶ The Role of the Auditor and their Qualifications
- ▶ Internal Auditing: Who, What, Where, When, and How
- ▶ Auditing of External Service Providers
- ▶ Monitoring and Measurement
- ▶ Development of Safety Performance Indicators (SPIs) and Targets (SPTs)
- ▶ Management of Change
- ▶ Continuous Improvement of SMS

▶ Group Exercise

- ▶ Exercise Outline – 3: Develop Auditor Qualifications, Checklists, and Audit Plan

▶ Safety Promotion

- ▶ Safety Training – *Face to Face or CBT/Pros & Cons*
- ▶ Safety Communication – *Verbal, Written, Posted, Newsletters*
- ▶ Pros and Cons of Various Safety Communication Tools
- ▶ Lessons Learned and Lessons Shared – *Can that Happen Here?*

▶ Benefits of SMS in your Organization**▶ Q&A – Review****DAY THREE 0800 - 1200****▶ Group Exercise**

- ▶ Exercise Outline – 4: Developing an IS-BAH Review and SMS

▶ Exercise Review (Teams)**▶ Follow on Assignment to Brief Executive Team on Your Role and SMS****▶ Resources Available to you via NATA****▶ Networking – *Look Around and Meet your Peers*****▶ Q&A - Review****▶ Course Completion Certificates**