SAFETY CORNER

CORPORATE AIR NEWSLETTER

JUNE 2019

PROJECT MANAGEMENT – QUALITY LEADERSHIP – STRATEGY SOLUTIONS

IF IT ISN'T BROKE DON'T FIX IT

If the phrase "if it isn't broke, don't fix it" was true, the aviation industry would still be living in the stone ages inventing the wheel. Changes are necessary to improve processes. However, without conducting analyses of proposals, it is possible that the outcome is not as great as expected. In the days before SMS, it was still acceptable for accidents to generate great improvements to flight safety. Prior to an unexpected accident the operation appeared to be functioning perfectly and wasn't fixed, since it wasn't broke. What was forgotten is that it's "what you don't know that is what will surprise you."

Forward thinking became a tool for planning, tracking and analyze results with the SMS. SMS became the tool to develop better processes and to maintain well-functioning systems. SMS changed organizational thinking from a rush to judgement to either analyze and repair processes, or to develop, implement and maintain a new process.

SMS REPORTS

When SMS hazard reports are submitted, there is an opportunity for Corporate Air to develop project plans to mitigate known hazards.

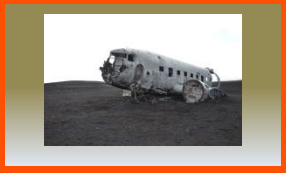
http://bit.ly/2VmfFhQ

SMS OFFICE

Phone: (406) 247-3117
sms@corporateair.net

"A DC-10 had come in a little hot and thus had an exceedingly long roll out after touching down. San Jose Tower noted: "American 751, make a hard right turn at the end of the runway, if you are able. If you are not able, take the Guadalupe exit off Highway 101, make a right at the lights and return to the airport."

"TWA 2341, for noise abatement turn right 45 Degrees."
"Centre, we are at 35,000 feet. How much noise can we make up here?"
"Sir, have you ever heard the noise a 747 makes when it hits a 727?"



TRIVIA

Take The Trivia Challenge

- Where In The World
- http://bit.ly/2HuhNw6

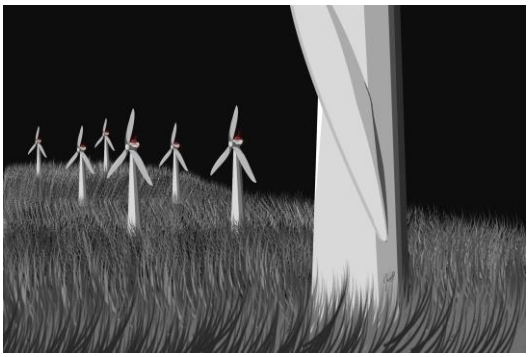
Read all six pages online: http://corporateair.net/Employees/SMS.htm

INTENT DOESN'T MATTER – ACCOUNTABILITY DOES

Within a Safety Management System intent doesn't matter. The intent to conform to regulatory requirement, intent to be safe or intent to understand the safety policy is irrelevant. It is the behavior with accountability that matters within an SMS.

When an aviation operator identifies an SMS systematic failure, the opportunity becomes wide open to mitigate for zero tolerance to compromise aviation safety. SMS is a concept, and without the triggers of human, organizational or environmental factors the system of SMS cannot produce failures. However, policies and processes set by the operator, or lack of processes, may cause activation of unwanted results, or systematic failures.

ROOT CAUSE ANALYSIS



Root cause analysis is to find the single cause of why an unplanned event happened, or a link in the process where a different decision would have made a different outcome.

COMPREHENSION OF SMS

Comprehension of SMS comes from Data collected, This Data is translated into Information and Information is processes into Knowledge. When applying Knowledge a person Comprehend a System, or Multi Integrated Systems.

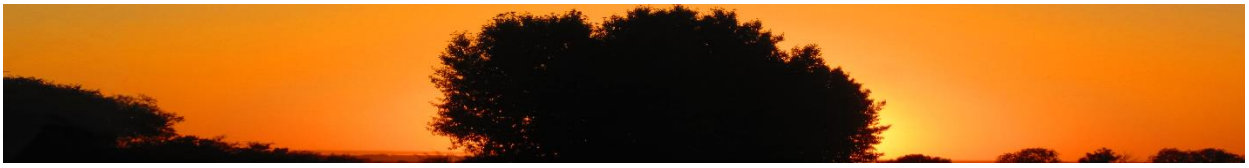
THIS MONTH IN HISTORY GRAND CANYON

Grand Canyon Airlines Canyon 6 took off from Grand Canyon National Park Airport at 8:55 AM for a sightseeing flight over Grand Canyon National Park.

At 9:13 AM a Bell 206 call sign Tech 2 operated by Helitech took off from the company's heliport in Tusayan, Arizona.

At approximately 9:33 at an altitude of 6,500 ft the Bell 206 and DHC-6 collided. The helicopter's main rotor struck the nose landing gear and tail of the Twin Otter. The Bell 206's main rotor was torn off and disintegrated; and the Twin Otter's tail separated; causing both aircraft to crash.

All 20 passengers and crew on Canyon 6, and the pilot and four passengers on the Bell 206, were fatally injured in the accident.



A root cause analysis may find a solution to change the scenery from beautiful to spectacular.

By Clint Lowe

Tech Tip: Using Technology to Clarify

It's a problem as old as aircraft maintenance itself…trying to describe to someone on the other end of a phone what kind of problem you've got. Whether trying to locate a part, install an STC'd product or describing an issue to an overhaul shop, it sometimes just doesn't seem to get the job done by holding a phone to your ear and moving your hands to say, "Well, it's right beside the bleed valve and next to that flange…" Same goes for explaining to customers why you had to do that expensive thing you had to do.

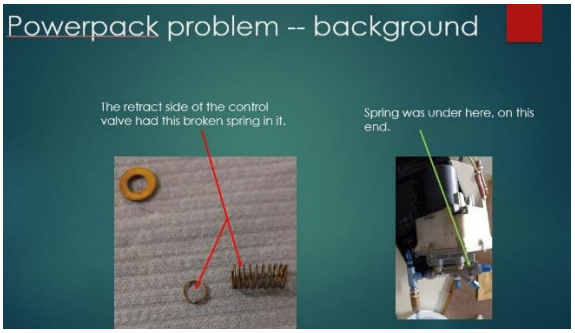
In an effort to update my communications and shopping methods, I've found some remarkably simple ways to improve the description of what I need by using the thousand-word-per-picture method of getting answers from people I deal with around the country. And most of this is done with the help of my computer and the cell phone camera I carry around almost everywhere I go.

For instance, a customer had complained of an odor in his Cherokee that he couldn't get rid of and wanted a positive fix. When the problem was located, along with an explanation of the extra hours it'd be necessary to clean up the issue, everything was fully justified when I e-mailed a picture of the culprit to him:

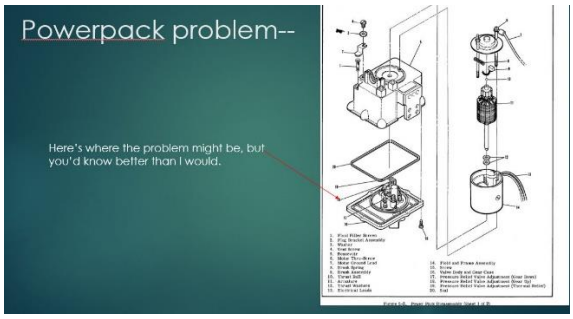
Mouse with indigestion

I find I most often use the pictures in a Powerpoint presentation so I can add notes to point out areas I want to communicate to overhaul businesses or parts suppliers exactly what I'm interested in:

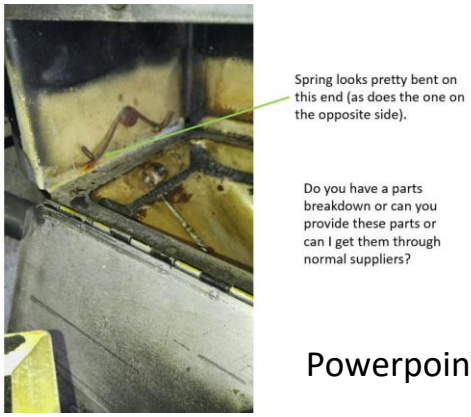
These two slides were part of a Powerpoint to a repair facility.



Powerpack problem—one of several pages of explanation



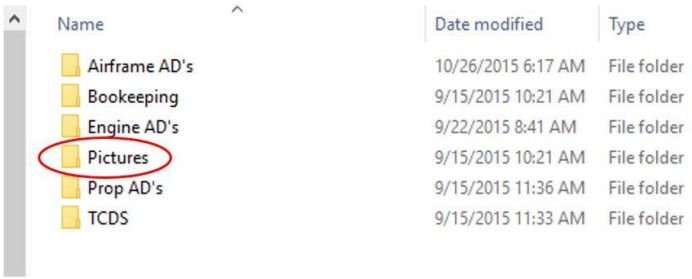
In another situation, I contacted an air filter manufacturer regarding a fairly rare STC'd seal issue:



Powerpoint Communication to Air Filter manufacturer

By attaching these Powerpoint slideshows to an e-mail, you get a chance to point out and explain what your issue is.

Also, when accomplishing inspections, use your cell phone to document things found or general condition during the inspection. (Looking for a serial number in a tough spot? Try putting your phone in the tight spot and see if you can get a picture of the item.) This way, if a question arises in the future, you've got documentation to back you up—I keep them with an electronic file of the inspection:



Pictures are part of almost every maintenance action or inspection

And, one of the more useful ways to employ the cell phone is to remember how you did something previously. By keeping a photo record of a procedure, you can jog your memory and/or will have instructional material if you ever need it when you come across the same (or similar) problem in the future:

Use photos to jog your memory or for later instruction

For the technician, the photographic power of the cellular phone coupled with computer presentation programs can add a powerful addition to your communications with co-workers, supervisors, distant repair shops and customers with only a little training.

Oh, but you don't know how to use Powerpoint or how to transfer pictures for e-mailing? For basic uses like I've shown here, you'll probably find someone either at your organization or your household who knows enough about these programs and processes to help you get started. It doesn't take much time to learn the basic skills. If you want to get further involved, there are lots of resources available either through local adult education programs or via the internet (Microsoft has complete tutorials on how to use Powerpoint, for instance) to refine and speed up your skills.

So, next time you're trying to explain something to someone try adding a few thousand words by putting it in pictures…an let technology make the explanation complete.