# Successes and Challenges of SMS Implementation at Miami Air International

# Background

- Miami Air:

  - US Part 121 Air Carrier (Charter)

  - 7 Aircraft
    - Two (2) 737-400
    - Five (5) 737-800

  - 400 Employees

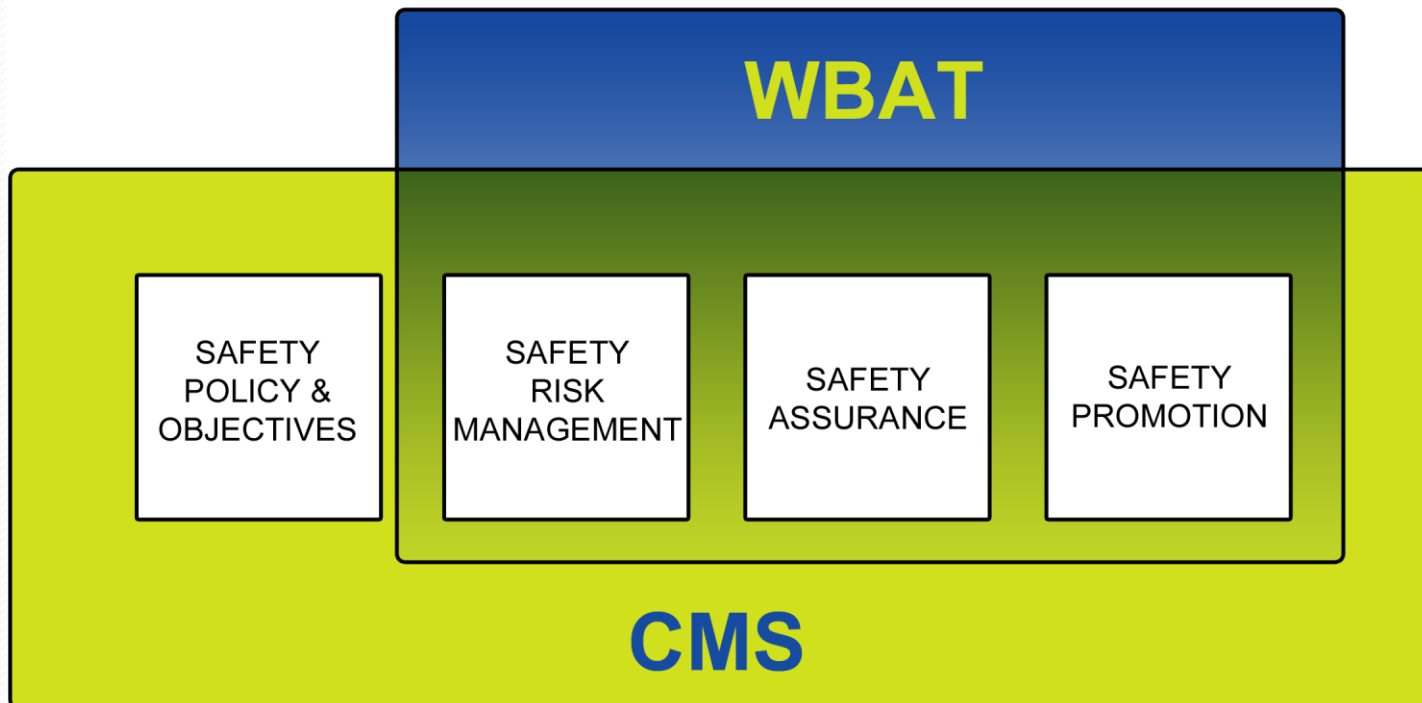  - SMS Level 4 carrier according to FAA SMS Pilot Program

# Background

- In 2008, then President and CEO of Miami Air, Ross Fischer made the conscious decision that Miami Air would implement SMS.

- In early 2012, new Miami Air President Jim Proia decided that he would continue supporting SMS, as his predecessor did.

- Bottom line:
    It takes firm support from the top to implement and continuously maintain an SMS

# Building Miami Air's SMS



SMS INTERFACE BETWEEN
WBAT AND CONTENT MANAGEMENT SYSTEM

WBAT

SAFETY POLICY & OBJECTIVES

SAFETY RISK MANAGEMENT

SAFETY ASSURANCE

SAFETY PROMOTION

CMS

# The Challenges

- "We're too busy, don't have the time"
- "We don't have money, how much will this cost?"
- Fear of Punishment
- Tribal Knowledge
- Silo Mentality
- Fear of Change

# Successes

- Fear of Punishment
  - WBAT Reporting System—from puddles in parking lot to reckless conduct (flag incident)
  - FAA Voluntary Self Disclosure Programs

- Tribal Knowledge
  - Used xml-based Content Management System to:
    - Document Tribal Knowledge
    - Manage Change
    - Content Consistency

# Successes

- Silo  Mentality
  - Tech Pubs Reorganization
  - ORG-100
  - Safety Action Groups

- Fear of Change
  - Education
  - Training/Promotion

- Insurance benefits
  - Significant discounts
  - Insurance credits

# Questions?



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