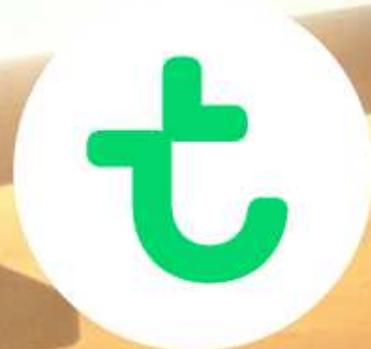


SMS training at Transavia

Richard Hol / Safety & Quality manager

SMICG Industryday May 22nd, 2015



transavia

Introduction

Goal of this presentation:

1. Understand how SMS-training is conducted at Transavia
2. Share thoughts for future development

Content

- **Introduction**
- **SMS-training at Transavia**
- **Development of SMS 2.0**

Introduction



Introduction



Introduction

- 100% subsidiary of AF/KLM-group
- B737NG fleet, average 30 a/c
- Charter & scheduled services
- Approvals:
 - AOC, ATO, IOSA
 - Part-M, Part-145, Part-147, Part-21
- Operational personnel:
 - Cockpit crew: 450
 - Cabin crew: 600 (- 850 high season)
 - Ground crew: 200

Content

- Introduction
- SMS-training at Transavia
- Development of SMS 2.0

SMS-training at Transavia

- Starting 2011
- Managers operational departments got external training
- Other operational staff
 - Info sessions / recurrent training sessions
 - Video message CEO

SMS-training at Transavia

- ORO.GEN.200 a(4): Maintaining personnel trained and competent to perform their tasks
- AMC1 ORO.GEN.200 a(4): all personnel should receive safety training as appropriate for their safety responsibilities
- Purpose: People understand safety and know their role in safety.

SMS-training at Transavia

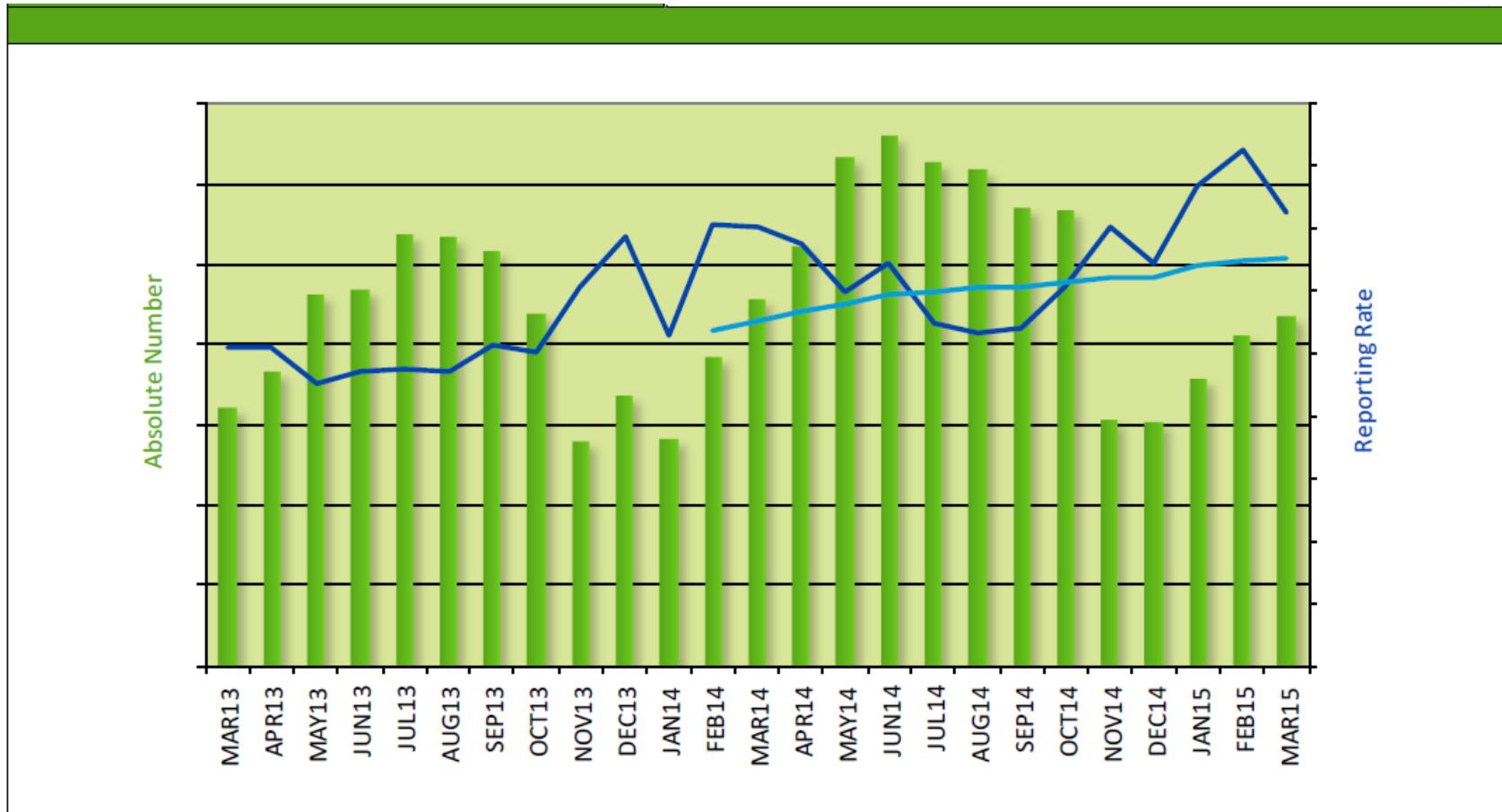
- Accountable manager / nominated persons
 - 1 day external training
- Safety manager / safety engineer
 - 3 days practical application SMS training
- Safety officers
 - Incident / accident investigation training
- All other employees:
 - Safety briefing at initial employment
 - Depending on the job additional training may be required
- Ground handling staff
 - e-learning through portal

SMS-training at Transavia

- Continuous attention for safety is required
- Safety is a standard topic in (recurrent) training
- Content is based on actual operational experience
 - explanation of SMS, Just culture etc
 - feedback from safety meetings
 - feedback from safety performance measurement
 - feedback from incident investigations
 - feedback from FDM

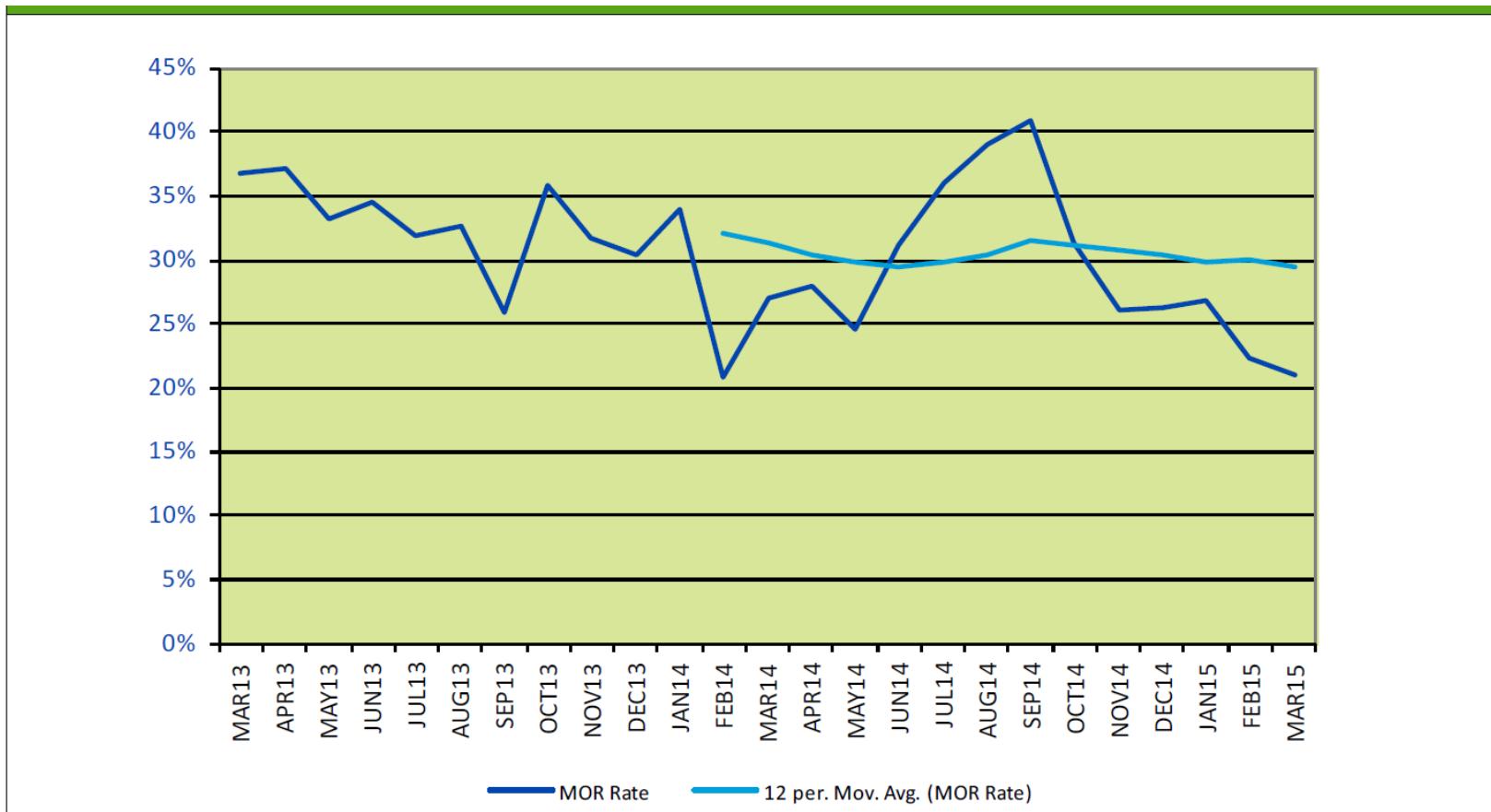
SMS-training at Transavia

Number and rate of safety reports



SMS-training at Transavia

Ratio mandatory - voluntary safety reports



Content

- **Introduction**
- **SMS-training at Transavia**
- **Development of SMS 2.0**

Development of SMS 2.0

- There is more than being compliant
- Accountable Manager initiated development of SMS 2.0
- Safety should be integrated at strategic level
- Kick off safety risk management workshop for Transavia managers
 - review of where we are
 - gain a shared perspective to move forward
 - to take it forward as a team

Development of SMS 2.0



Development of SMS 2.0

- Agreed safety ambition:

Safety, all of us, always

- Applicable for all Transavia employees
- Safety includes flight safety, occupational safety and security

Development of SMS 2.0

Supporting strategic themes:

1. Understanding safety
2. Considering safety
3. Improving safety

Development of SMS 2.0

1. Understanding safety

This means:

- First question on all activities: what are the risks?
- Safety and Operational Excellence are two branches on the same tree (Right First Time)
- All employees will know (at their level) the meaning of Risk, Hazard, Threat, Just Culture and therefore the meaning of Safe and their role in it

Development of SMS 2.0

- Examples of KPI's for safety competence
 - % job descriptions specifying safety competence
 - % annual appraisals including safety competence
- Prerequisite is the definition of safety competences (knowledge, skills, attitude)
- Will enter a safety competence development program

Questions?



Thank you!

