

Safety Management International Collaboration Group

Industry Day – 11 December 2015

“So much regulation – so little time!”

or

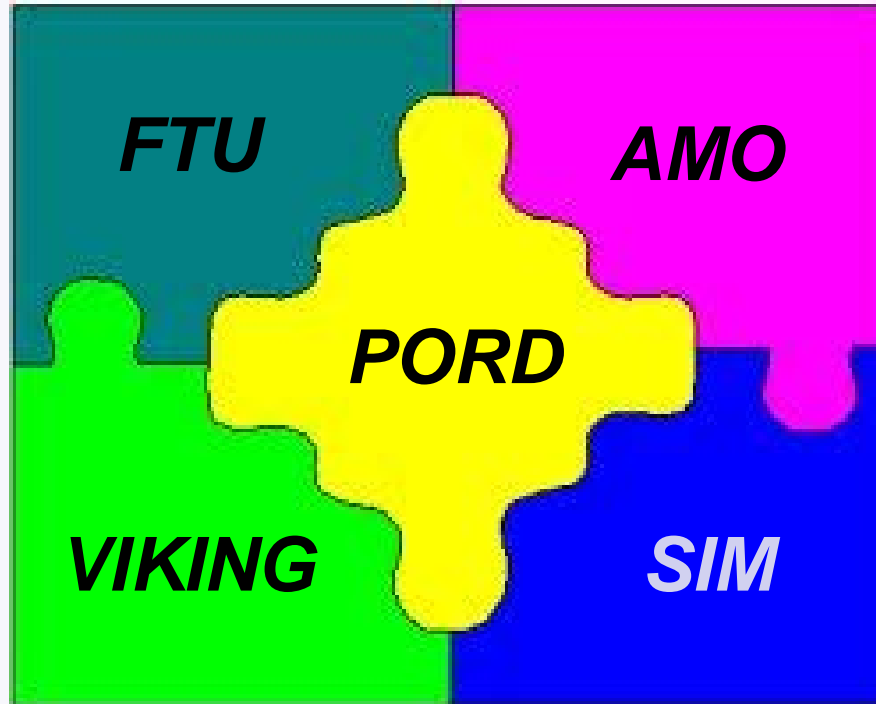
“How can a small but complex company stay compliant, productive and efficient?”

Presented by:

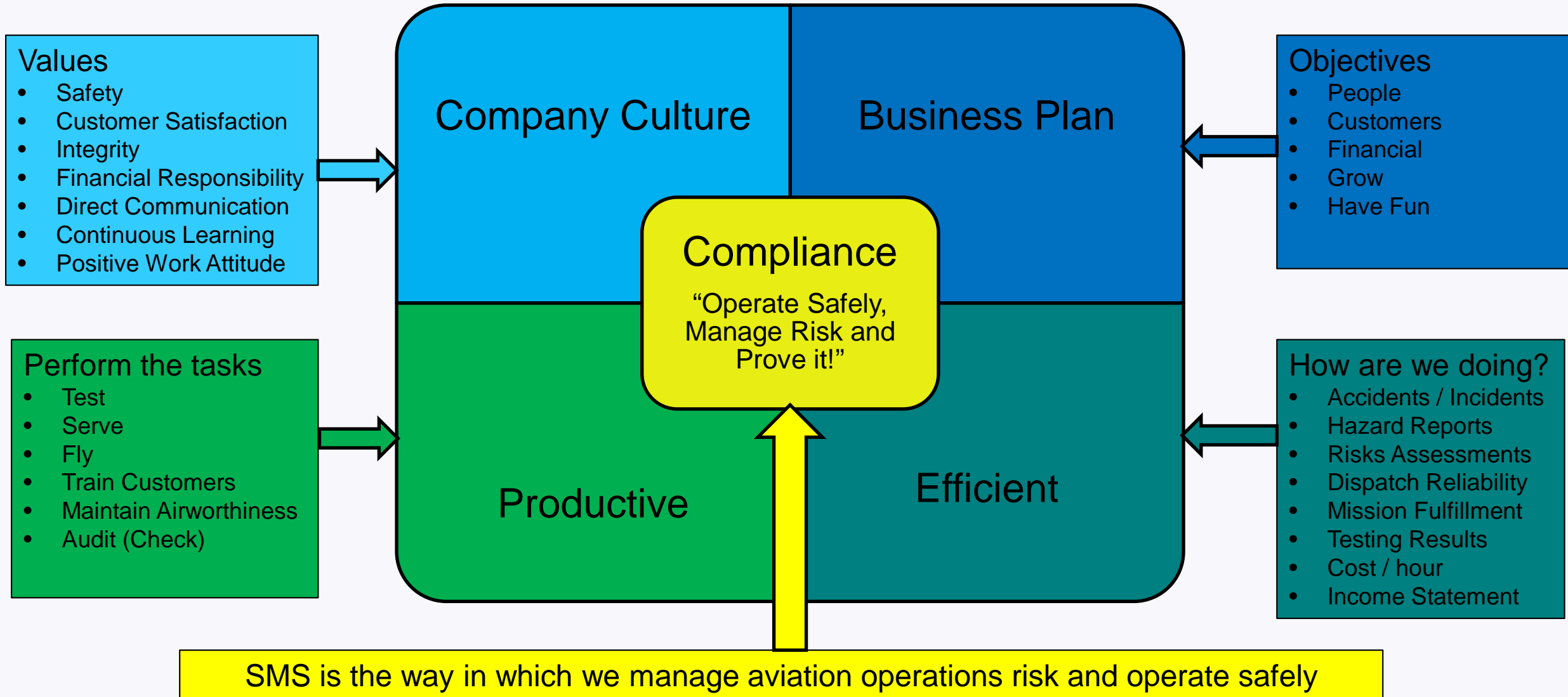
Pacific Sky Aviation Inc.
Michael Coughlin – CEO
Marvin Sjerda – Quality / SMS Manager

Small but complex

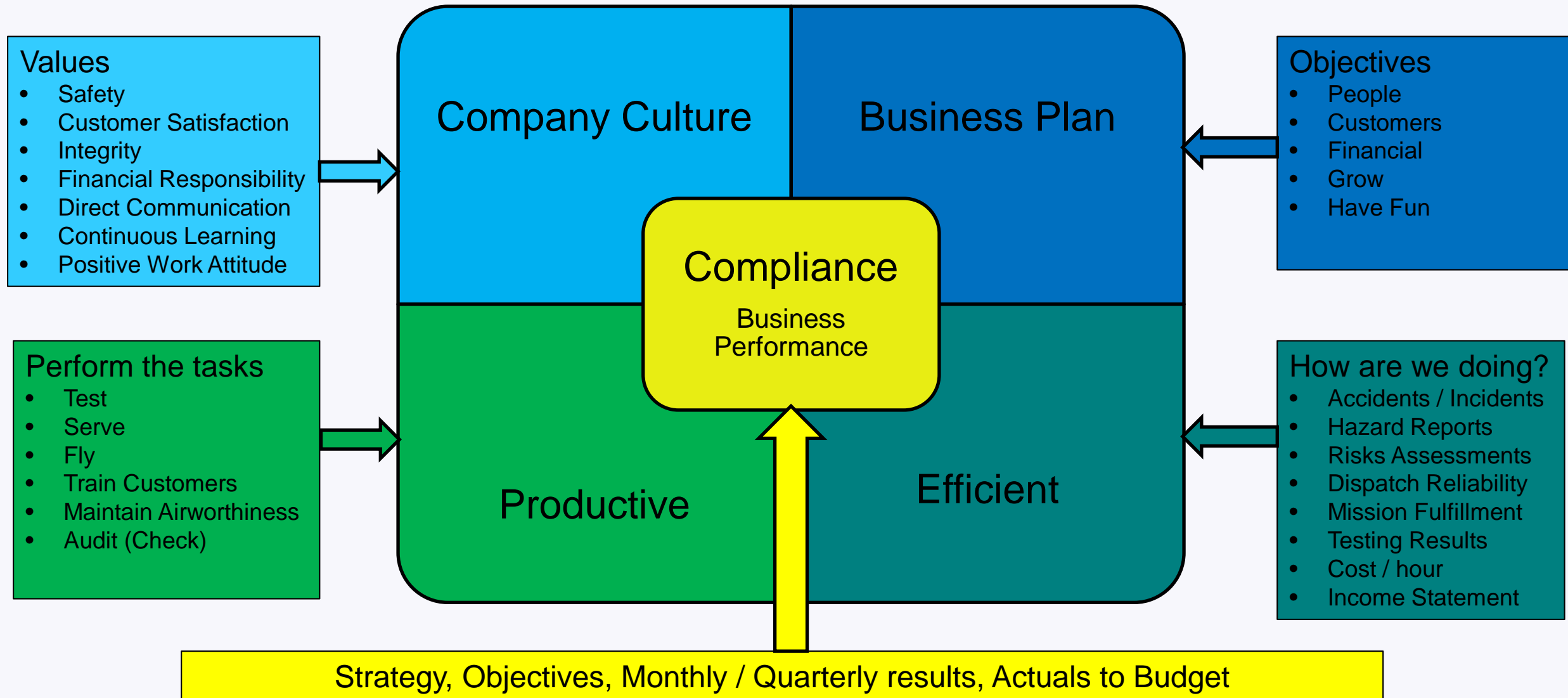
- Privately held – sister company to Viking Air Limited
- 31 Staff
- 3 Hangars at Victoria Intl Airport
- 1 Hangar in Ontario
- 11 aircraft in fleet – 7 types
- 604 Private Operations
- 406 Flight Training Unit
- 573 Aircraft Maintenance Organization
- Viking Twin Otter Flight Operations
 - Engineering Test
 - Production Test
 - Global Ferry Flights
- Twin Otter Simulator Centre (ATO / TRTO) - in progress



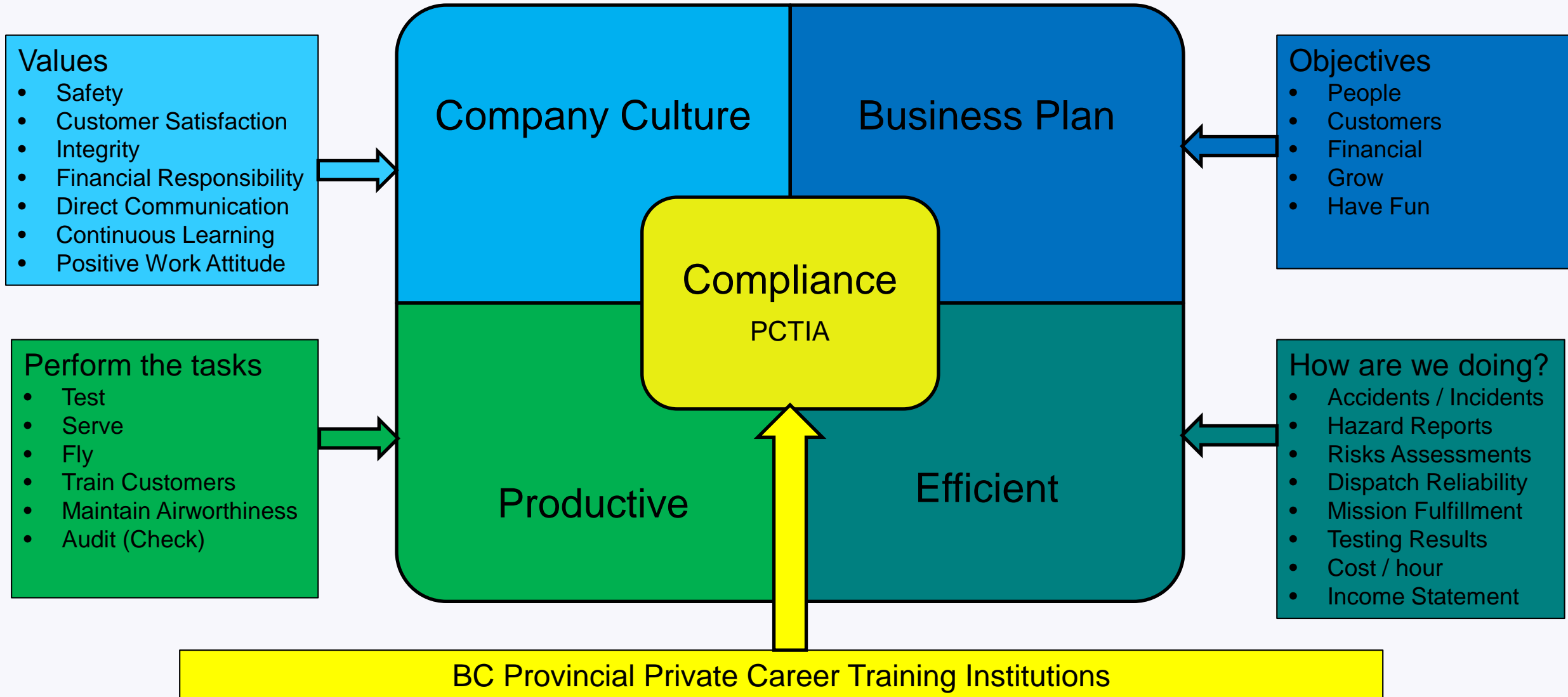
Compliance is a natural part of our business



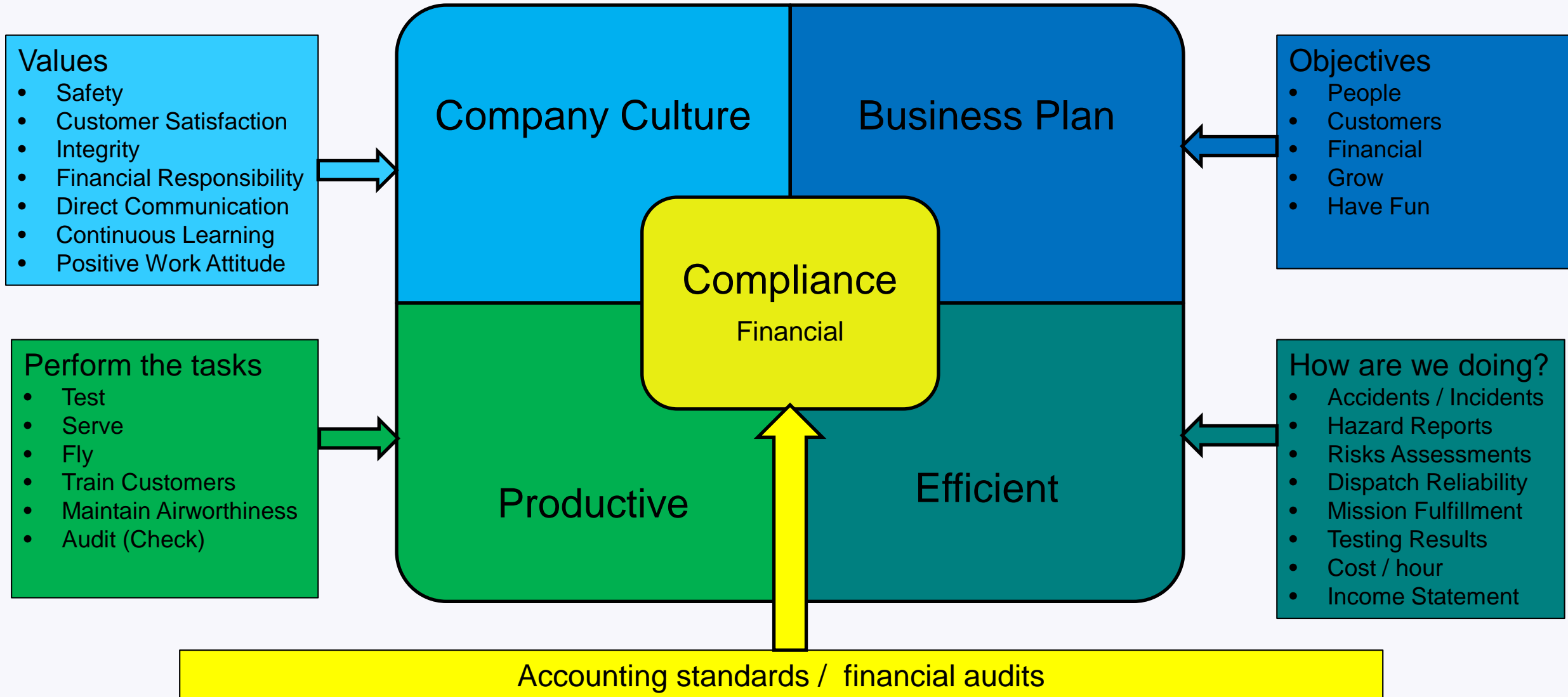
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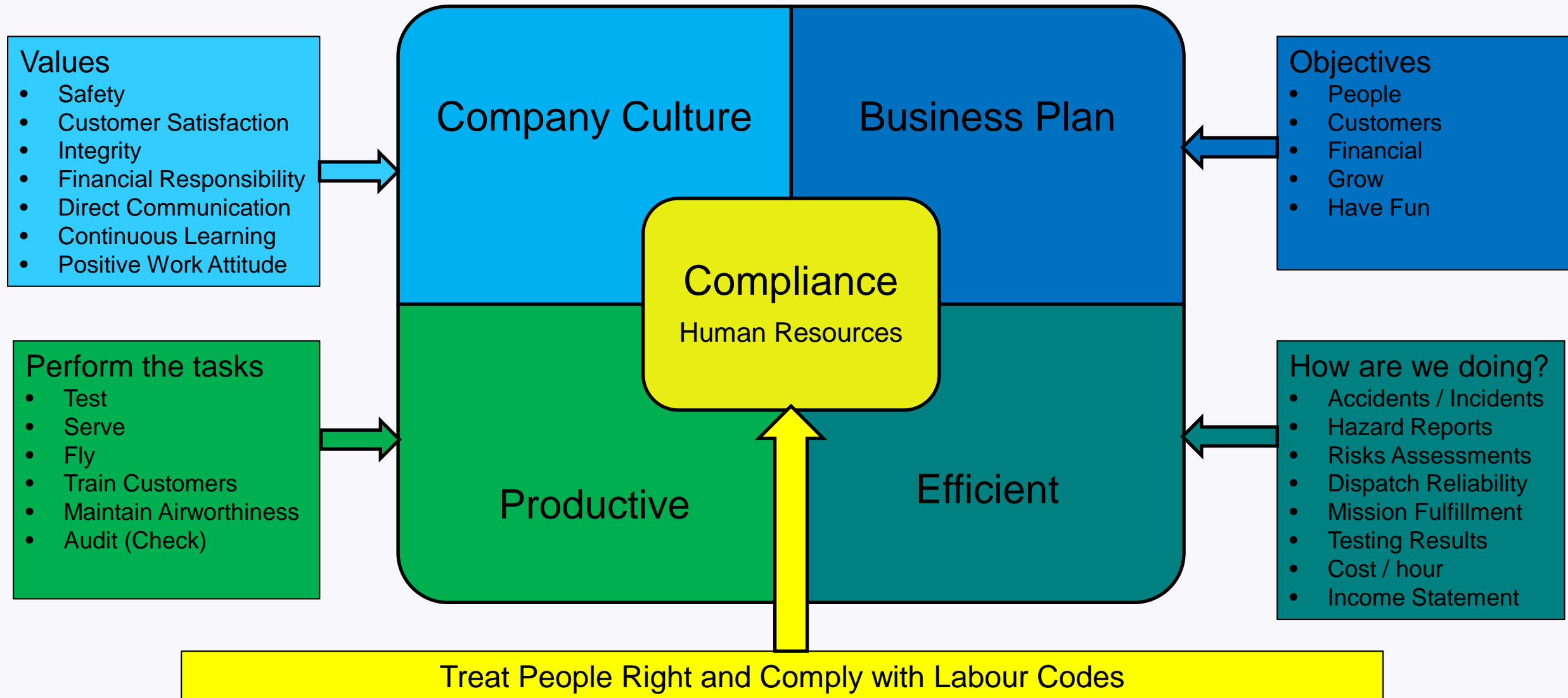
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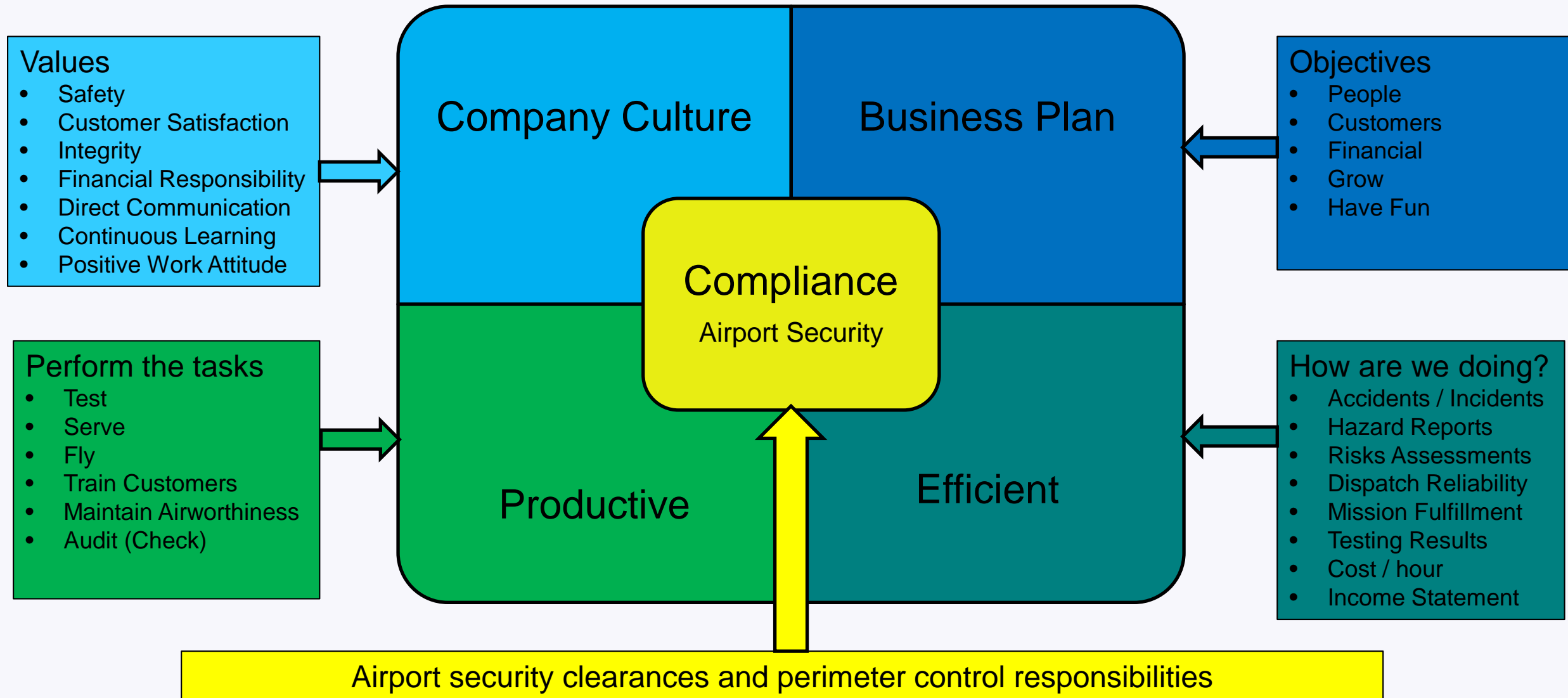
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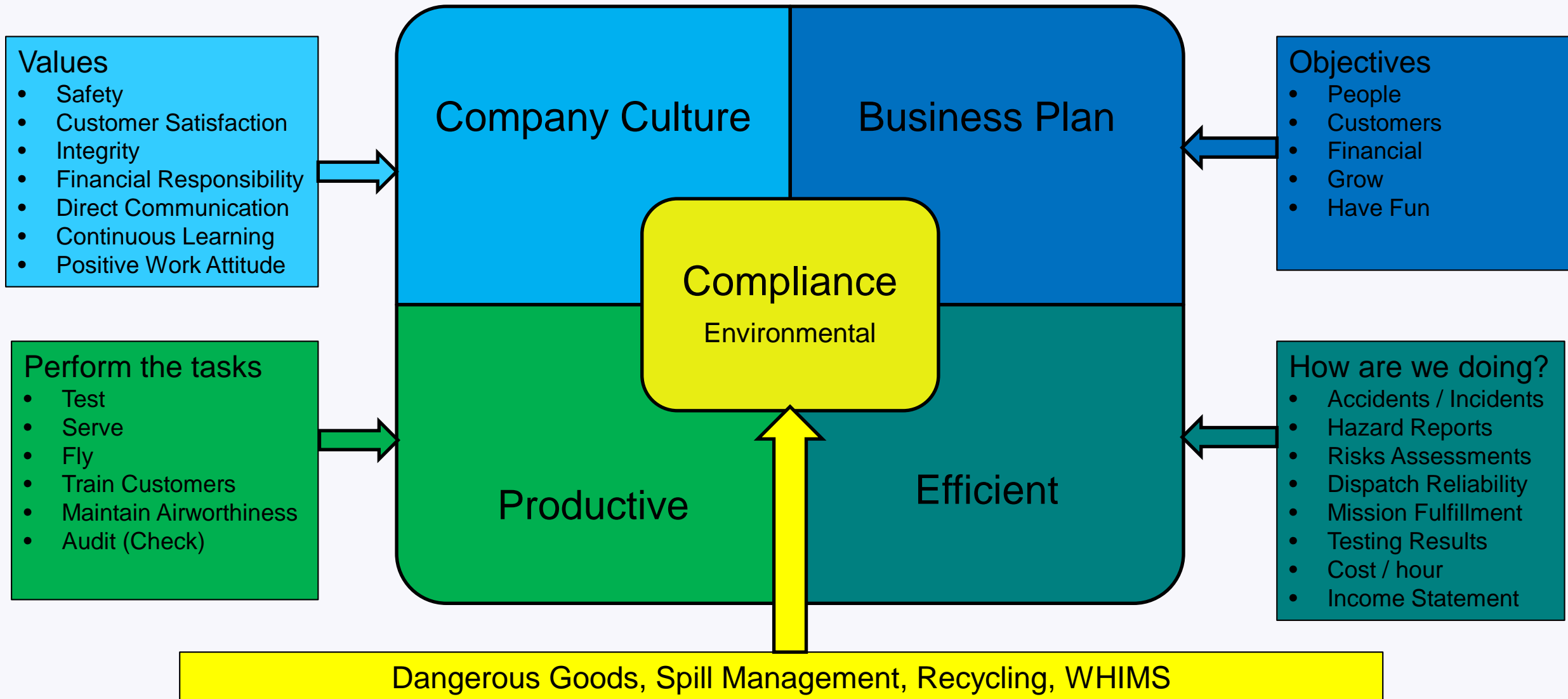
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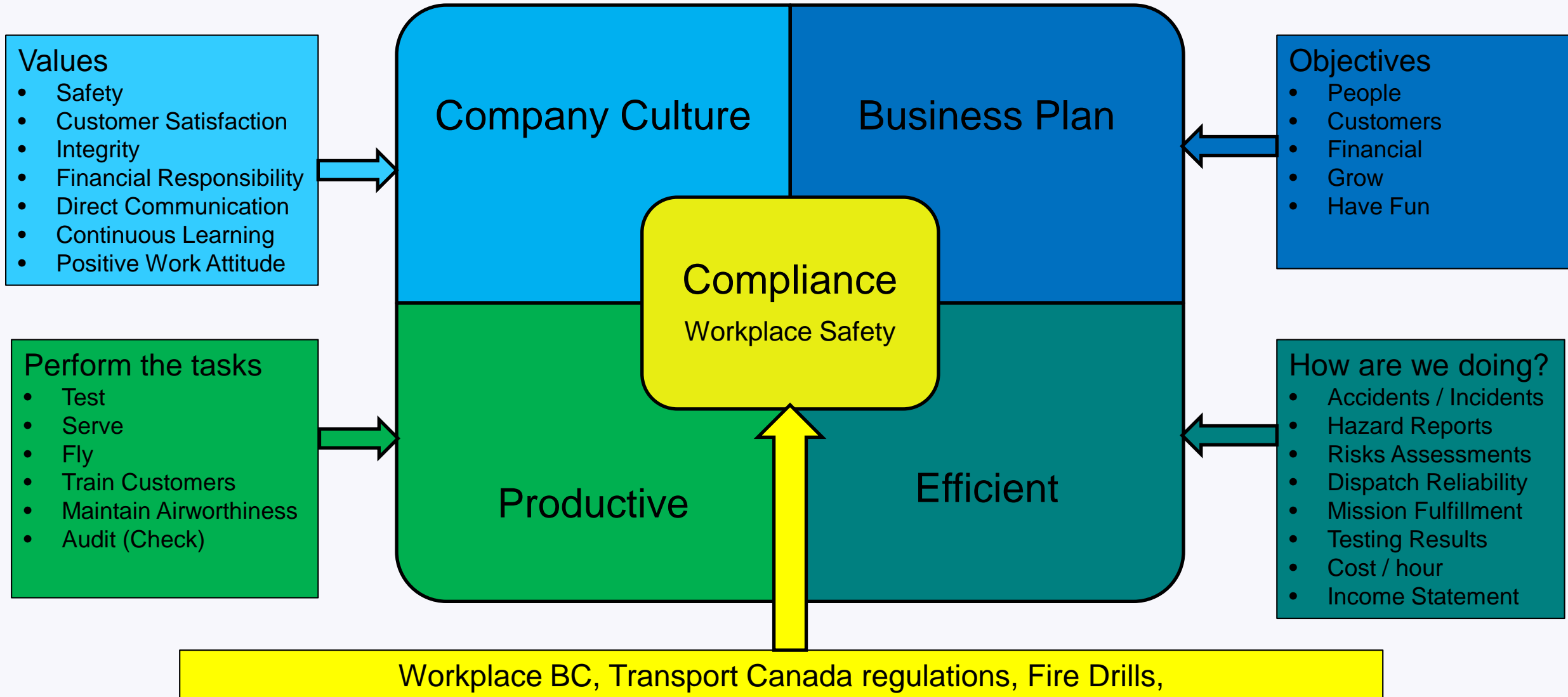
Compliance is a natural part of our business



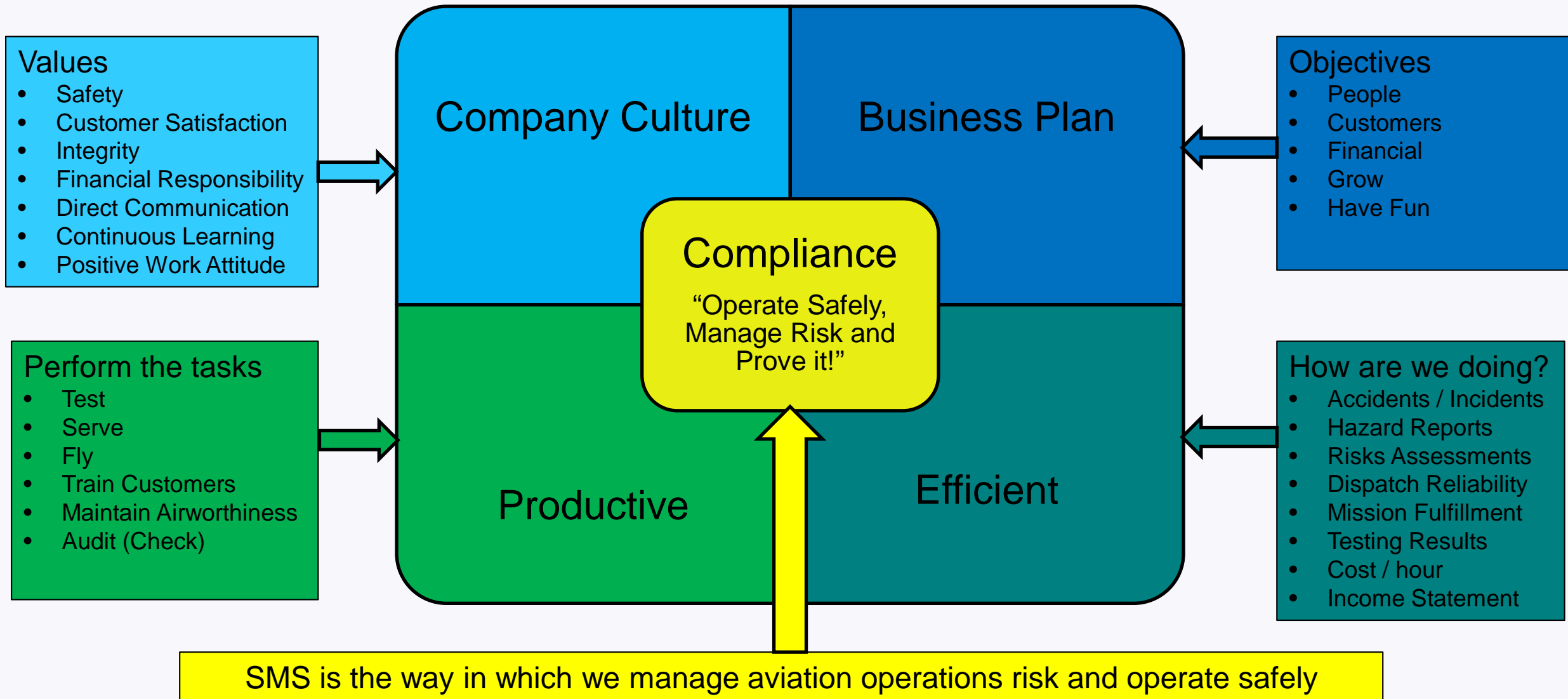
Compliance is a natural part of our business



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How are we tackling our SMS compliance journey?



• Company Manuals

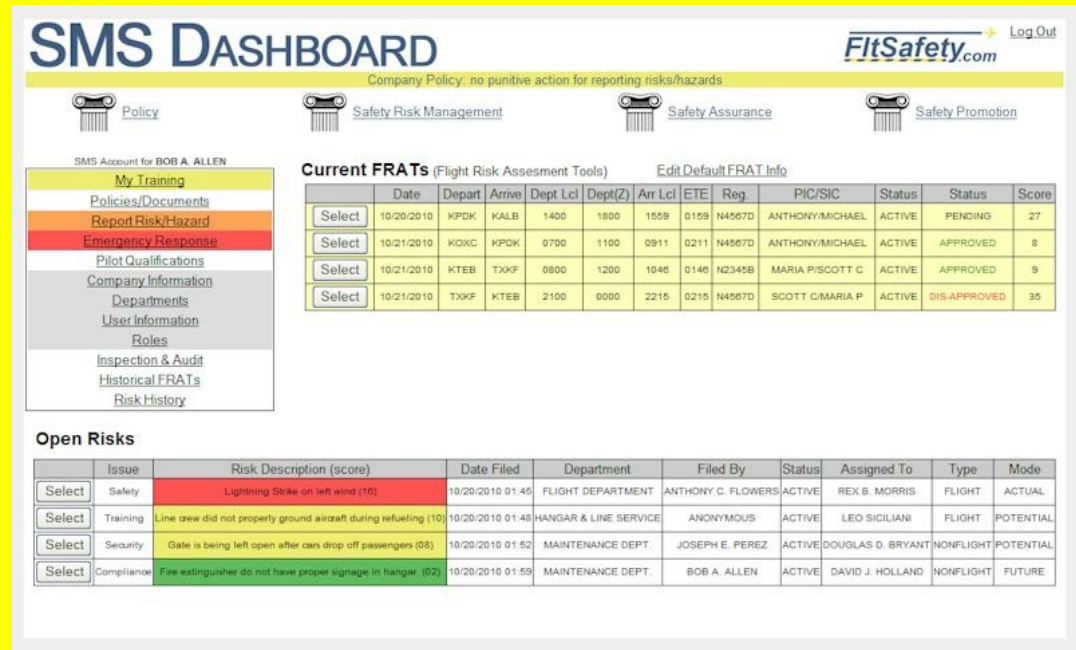
- Company Employee Handbook
- Private Operations Manual (POM)
- MPM
- MCM
- FTU Manual
- TCOM
- SOP's
- Regulation review – rationalize inconsistencies

• Corrective Action Board (CAB)

- Bi-Weekly Management Meeting (CEO, Ops Manager, Training GM, PRM, CFI, Chief Pilot, Viking Lead Pilot, Lead Ferry Pilot)
- Status of open hazards and risks – closure actions
- New hazard / risk review
- Upcoming operational changes

• SMS Tool – FltSafety.com

- Risk Assessments / Severity
- Hazard Reporting / Tracking
- Safety Promotion
- Employee Visibility



SMS DASHBOARD FltSafety.com [Log Out](#)

Company Policy: no punitive action for reporting risks/hazards

[Policy](#) [Safety Risk Management](#) [Safety Assurance](#) [Safety Promotion](#)

SMS Account for BOB A. ALLEN

My Training

- [Policies/Documents](#)
- [Report Risk/Hazard](#)
- [Emergency Response](#)
- [Pilot Qualifications](#)
- [Company Information](#)
- [Departments](#)
- [User Information](#)
- [Roles](#)
- [Inspection & Audit](#)
- [Historical FRATs](#)
- [Risk History](#)

Current FRATs (Flight Risk Assessment Tools) [Edit Default FRAT Info](#)

	Date	Depart	Arrive	Dept Lcl	Dept(Z)	Arr Lcl	ETE	Reg	PIC/SIC	Status	Status	Score
Select	10/20/2010	KPDK	KALB	1400	1800	1559	0159	N4567D	ANTHONY/MICHAEL	ACTIVE	PENDING	27
Select	10/21/2010	KOXC	KPOK	0700	1100	0911	0211	N4567D	ANTHONY/MICHAEL	ACTIVE	APPROVED	8
Select	10/21/2010	KTEB	TXKF	0800	1200	1046	0146	N2345B	MARIA P/SCOTT C	ACTIVE	APPROVED	9
Select	10/21/2010	TXKF	KTEB	2100	0000	2215	0215	N4567D	SCOTT C/MARIA P	ACTIVE	DIS-APPROVED	35

Open Risks

	Issue	Risk Description (score)	Date Filed	Department	Filed By	Status	Assigned To	Type	Mode
Select	Safety	Lightning Strike on left wing (16)	10/20/2010 01:45	FLIGHT DEPARTMENT	ANTHONY C. FLOWERS	ACTIVE	REX B. MORRIS	FLIGHT	ACTUAL
Select	Training	Line crew did not properly ground aircraft during refueling (10)	10/20/2010 01:48	HANGAR & LINE SERVICE	ANONYMOUS	ACTIVE	LEO SICILIANI	FLIGHT	POTENTIAL
Select	Security	Gate is being left open after cars drop off passengers (08)	10/20/2010 01:52	MAINTENANCE DEPT.	JOSEPH E. PEREZ	ACTIVE	DOUGLAS D. BRYANT	NONFLIGHT	POTENTIAL
Select	Compliance	Fire extinguisher do not have proper signage in hangar (02)	10/20/2010 01:59	MAINTENANCE DEPT.	BOB A. ALLEN	ACTIVE	DAVID J. HOLLAND	NONFLIGHT	FUTURE

How are we tackling our SMS compliance journey?



- People

- Hire people with shared values
- Management commitment to risk management and compliance
- Non-punitive policy in place - not clear enough
- Added Quality / SMS Manager – one can only wear so many hats
- Will add QA auditor in 2016

- Systems

- IT Systems – Pacific Sky uses 33 business systems! Little integration.
- Is there a system that fits better, at a reasonable cost and not crushing.
- Careful to focus on the end result (operating safely) vs. feeding a bureaucratic beast

- Education

- Information overload! Yikes!
- Google hits for Aviation SMS – 16,200,000
- Consultants, “letter” groups, software “solutions”, doctrines, interpretations,
- TCCA SI SUR 001 – over 90 assessment criteria that must be met. No longer published?
- CBAA / Preuss guidance material – plain English
- Dueck CAR’s training

How the SMICG can help industry?



- Recognize we are all on an SMS journey - engage with industry as a partner with shared desired outcomes
 - Acknowledge and build on industry commitment to compliance.
 - Create a culture of dialogue, mutual trust and supportive oversight, while maintaining the public mandate to ensure aviation safety oversight.
 - Improve SMS consistency across operating certificates and between regulators.
 - Work to simplify regulations using plain language – “eliminate needless words” (ref: Strunk and White – “Elements of Style”).
 - Open and transparent oversight (i.e., TCCA SI SUR-001). Industry has a lot to offer – after all, we are very experienced with compliance.
 - Extend a partnership culture throughout the regulatory organization, especially at the inspector level (the most challenging job). Allow for scalable, simple compliance solutions for small businesses.

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Thanks for the opportunity to share our thoughts!