



SMICG 2016

Rome, 27th May 2016



Challenges of Safety Promotion and Learning in a Large Organisation



Neil Hickey – Technical Manager Safety - Engineering





The 4th pillar of SMS is **Safety Promotion**.



SOUNDS EASY, BUT IS IT?



- 500, 000 flights per year – fleet of 346 aircraft
- 200,000 stand alone work orders
- 1,000 scheduled overnight hangar visits
- 150 Heavy Maintenance Checks
- 400 employed in line operations – 600 in heavy maintenance



Challenges: Amount of activity

With all this activity even a **small percentage of errors**



*Many messages need to be
shared to avoid repetition and
to learn from our mistakes!*



Just for Today – Zero Error

In the interest of Aviation Safety, the following companies have generously provided funding to make these posters possible



Protecting Maintenance and Ramp Safety Society (M.A.R.S.S.) gratefully dedicates to furthering Aviation Human Error Research.

1604-297-8100 | 1604-297-8101 | [marsss.org](mailto:mailto:marsss.org)



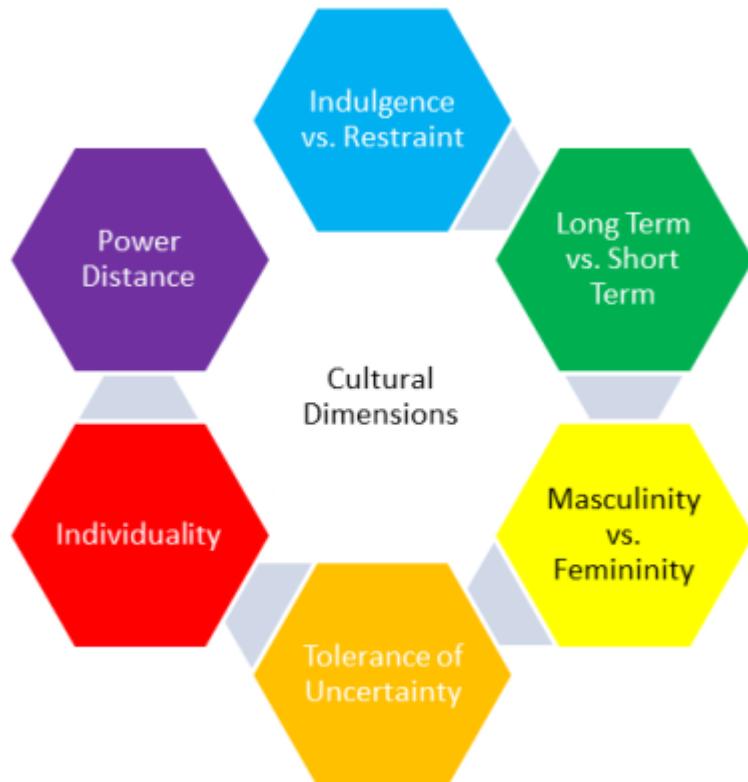
What makes a good mechanic or engineer?

- Someone who solves problems.
- Someone who follows procedures?
- Someone willing to learn from errors?





Different nationalities have different characteristics.



Geert Hofstede

The format of the message we choose must overcome barriers to receiving and accepting the message.



Challenges: Organisational Culture

7



The organisation must be prepared to:

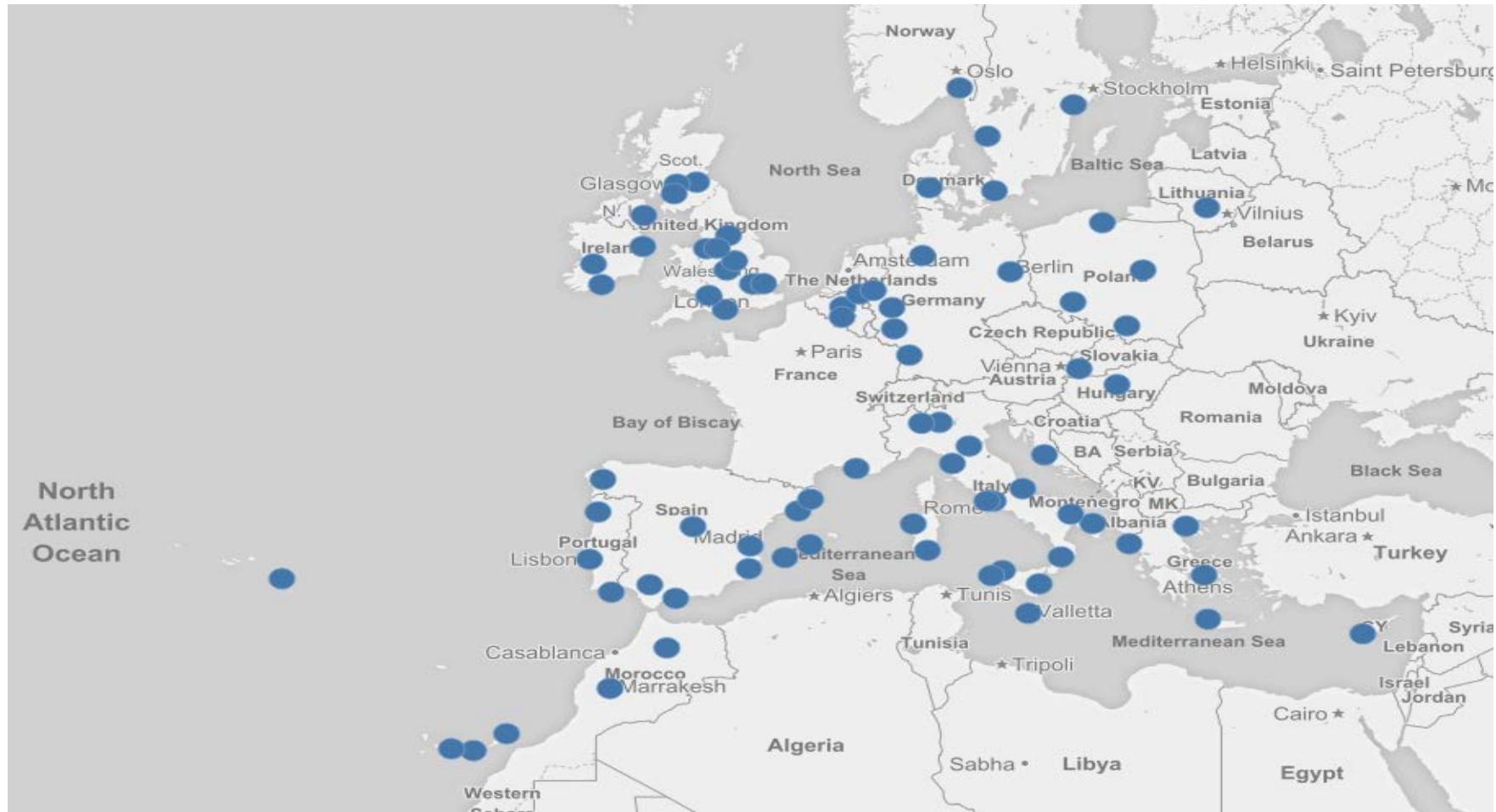
Invest in safety promotion

Be honest about organisational issues

Be open about what has gone wrong



How do we speak to staff in 81 bases in 31 countries?





Challenge: to be clearly understood?

10



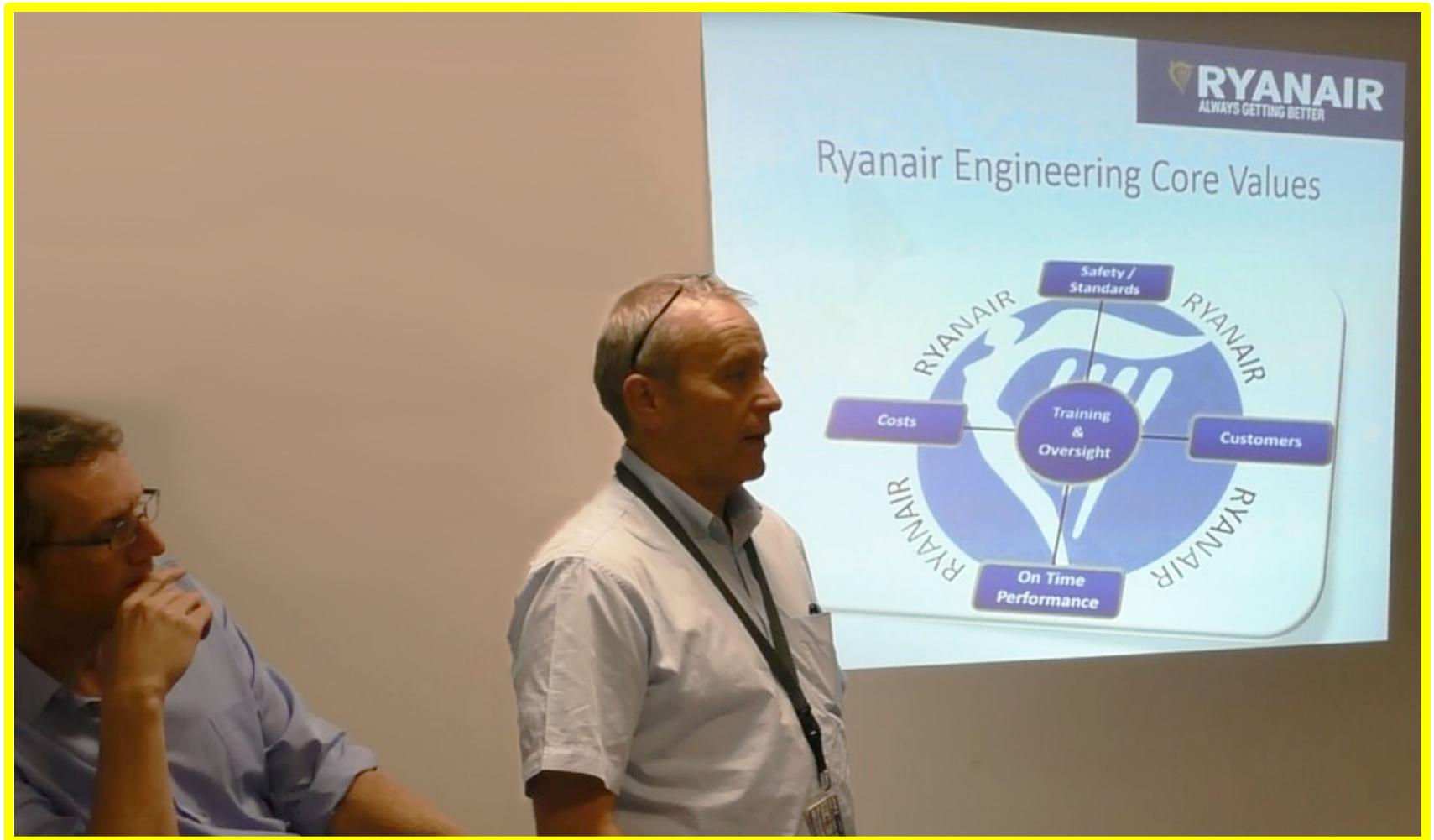
GLASBERGEN

“Nobody attended the Effective Communication Seminar. They didn’t understand the invitation”



Engineering SMS Roadshow

11





Where do we go?

- The larger stations in the network
- Heavy Maintenance Facilities prior to HM season starting
- Smaller stations – bring the engineers to the UK for a briefing
- Head Office support staff



Benefits:

- Co-ordinated message on Safety
- Opportunity to visit bases
- Update on the company plans
- Thank people for their role in the success of the RYR operation
- Explanation of support roles – tech services, planning etc
- Opportunity to target recurring errors or issues
- Explanation of the importance of their own role

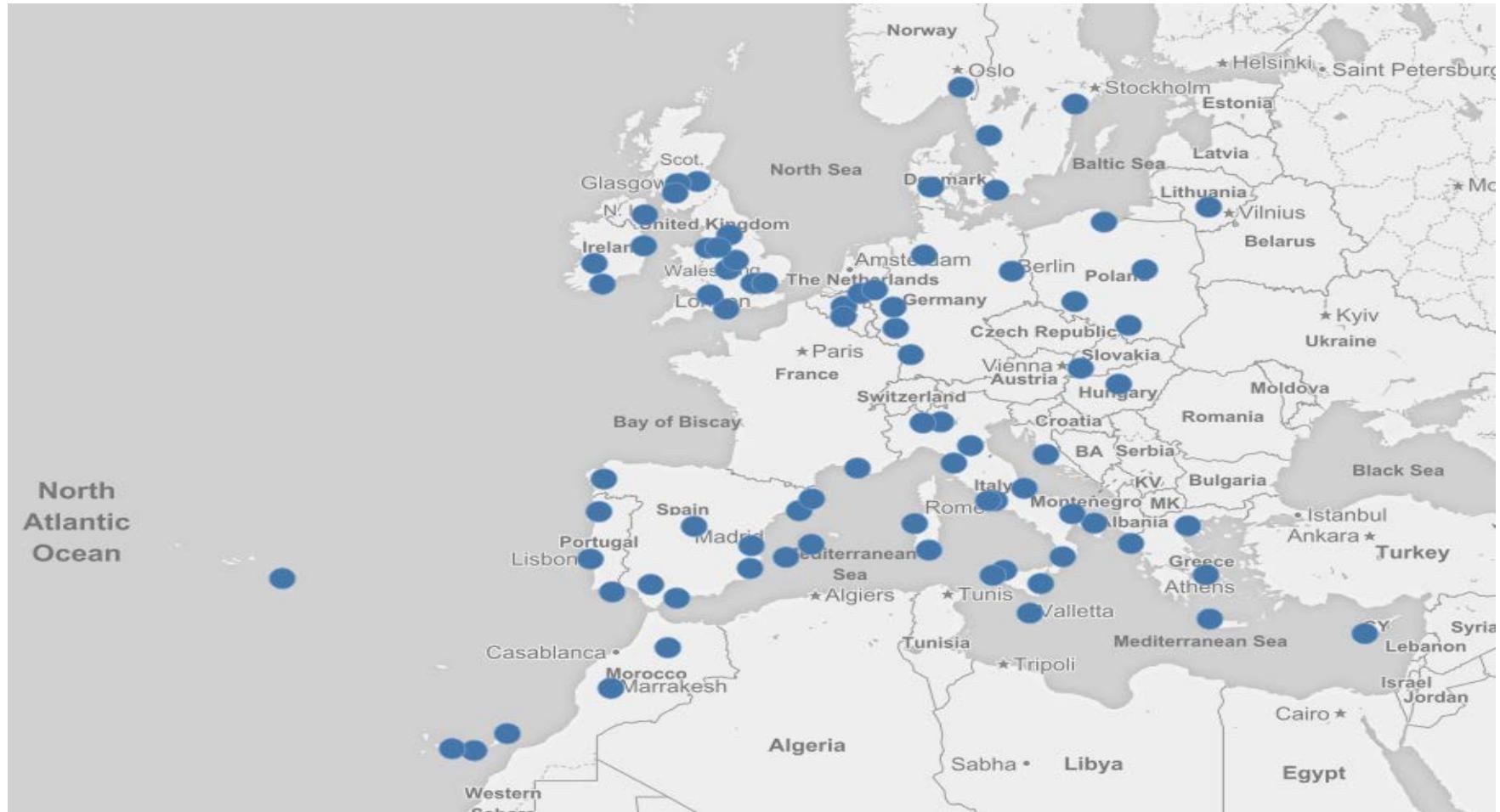


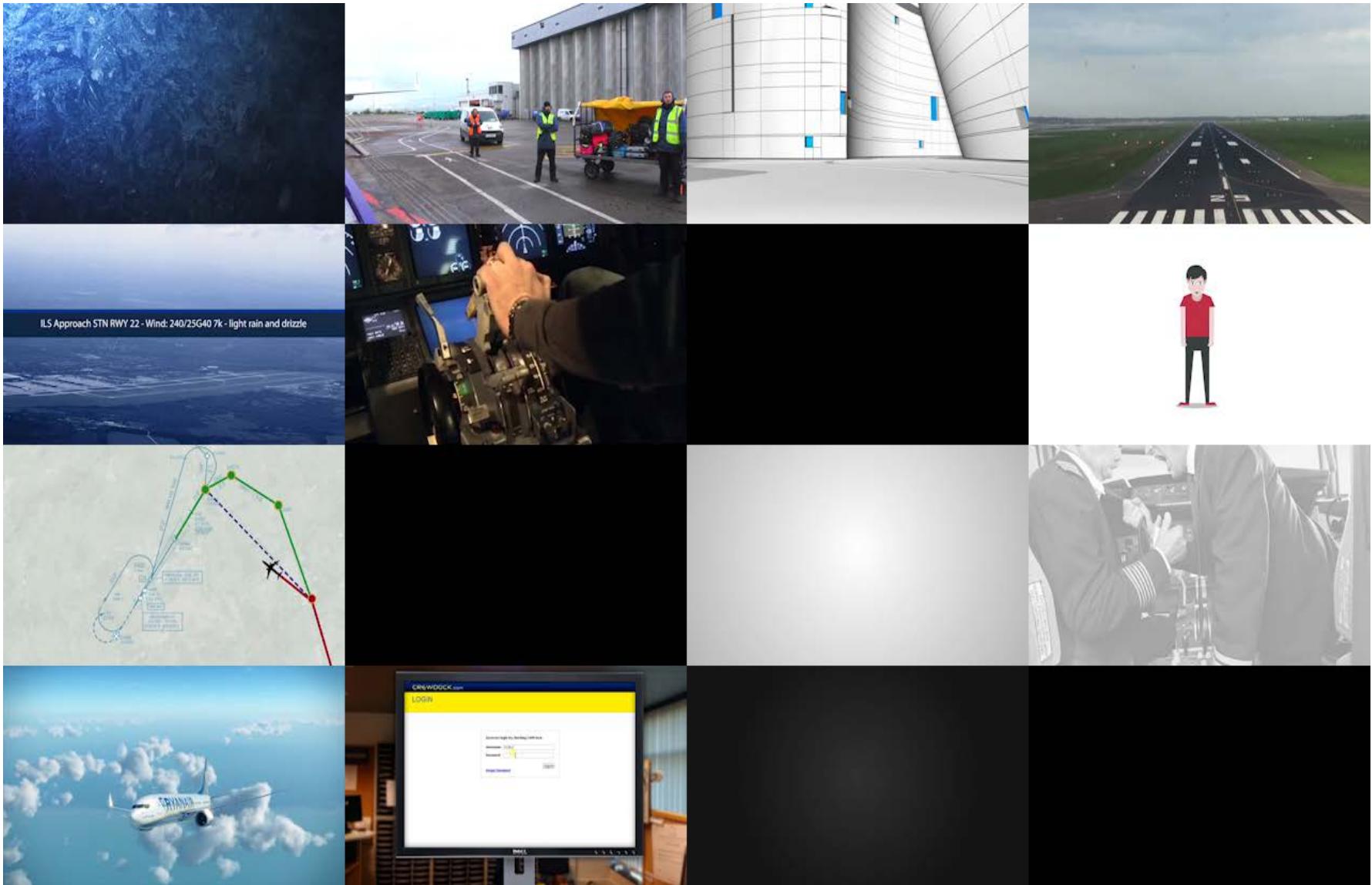
→ Opportunity to meet senior management & for feedback

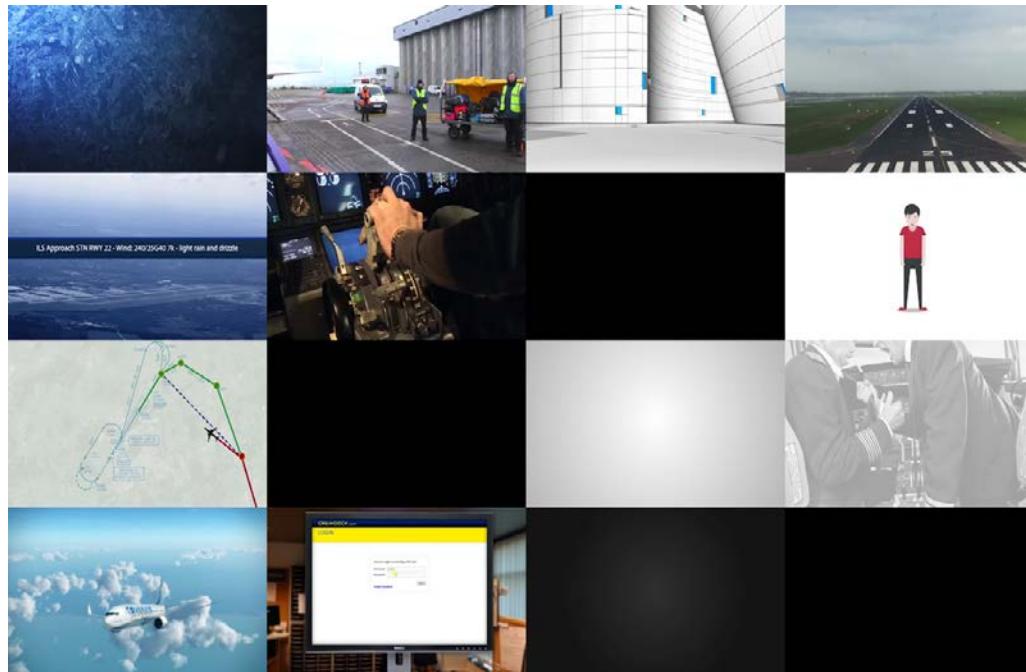




✈ Opportunity to meet senior management & for feedback







TV in every crew room
Recent events highlighted
Current and relevant content
Well presented and available thru a more modern medium
More engaging than a memo!



CREWDOCK.com | Engineering | Safety Service: [Neil Hickey](#) [Reports](#) [Edit](#) [Logout](#)

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COMPULSORY

[Previous compulsory documents](#)

RECENT

22/03/16

Topic of the Week 12 - 2016 - Tyre Pressure Check

18/03/16

Managers Contact List - March 2016

11/03/16

Top 5 - Feb 2016

11/03/16

Topic of the Week 10 - 2016 - Life Vest Streamer

10/03/16

test of mandatory reads

29/02/16

MEMO - Aircraft Left in Unsafe Configuration

29/02/16

Topic of the Week 9 - 2016 - Missing Security Seals

WELCOME TO THE SAFETY OFFICE



BULLETIN BOARD

Continuation Training Jan-Feb 2016

Continuation Training for Jan-Feb 2016 is due completion. **N Hickey** 11.03.16

CONTINUATION TRAINING NOV - DEC 2015

Continuation Training for NOV - DEC 2015 is now available on Moodle. **B Mistry** 10.12.15

NEW REVISION OF DE-ICE MANUAL RELEASED

Rev 20 of the Ryanair De-Ice Manual has been issued and has now been loaded onto Crewdock under the 'Boeing & Manuals' tab. This has also been uploaded to My Boeing Fleet under 'Ryanair Digital Technical Documents'.

Neil Hickey 22.09.15

Single source site for engineers to log onto.

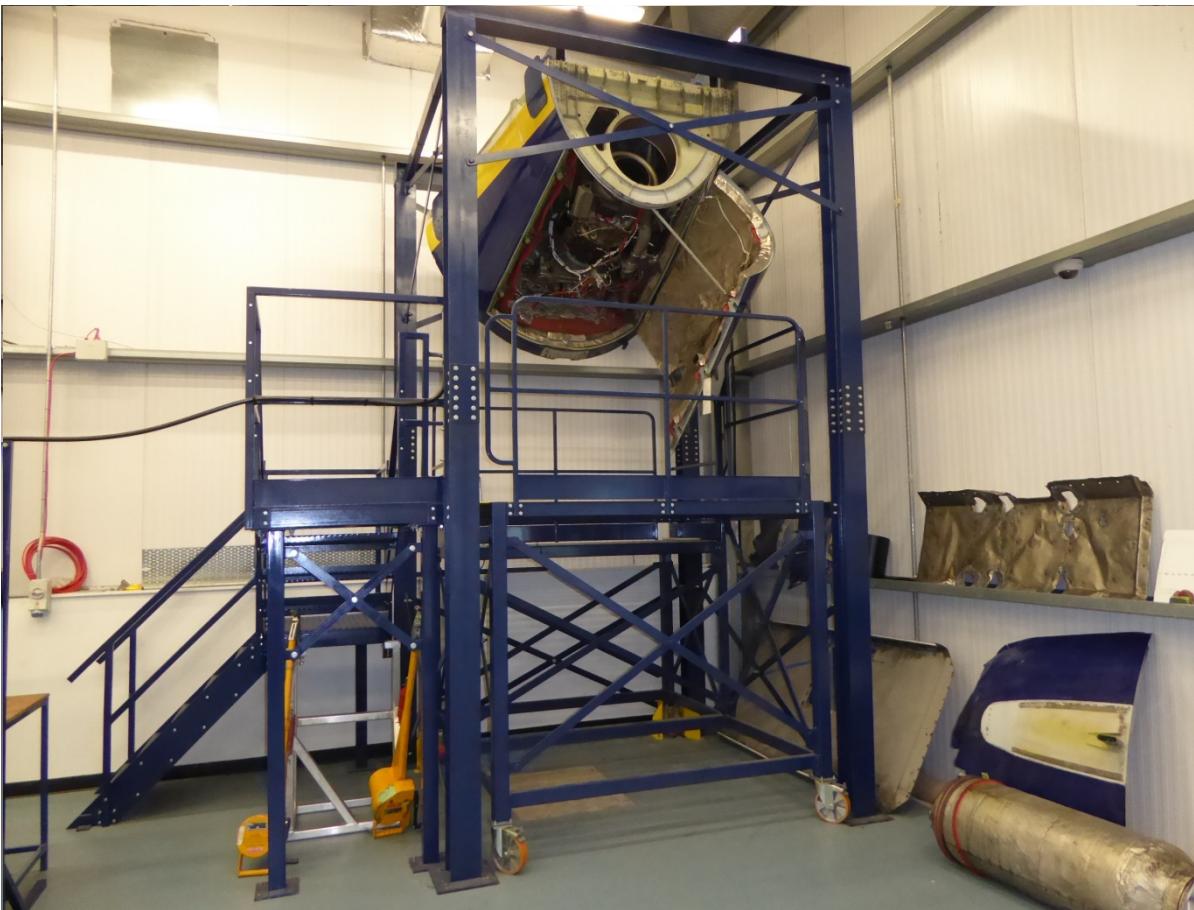
Allows targeted messages.



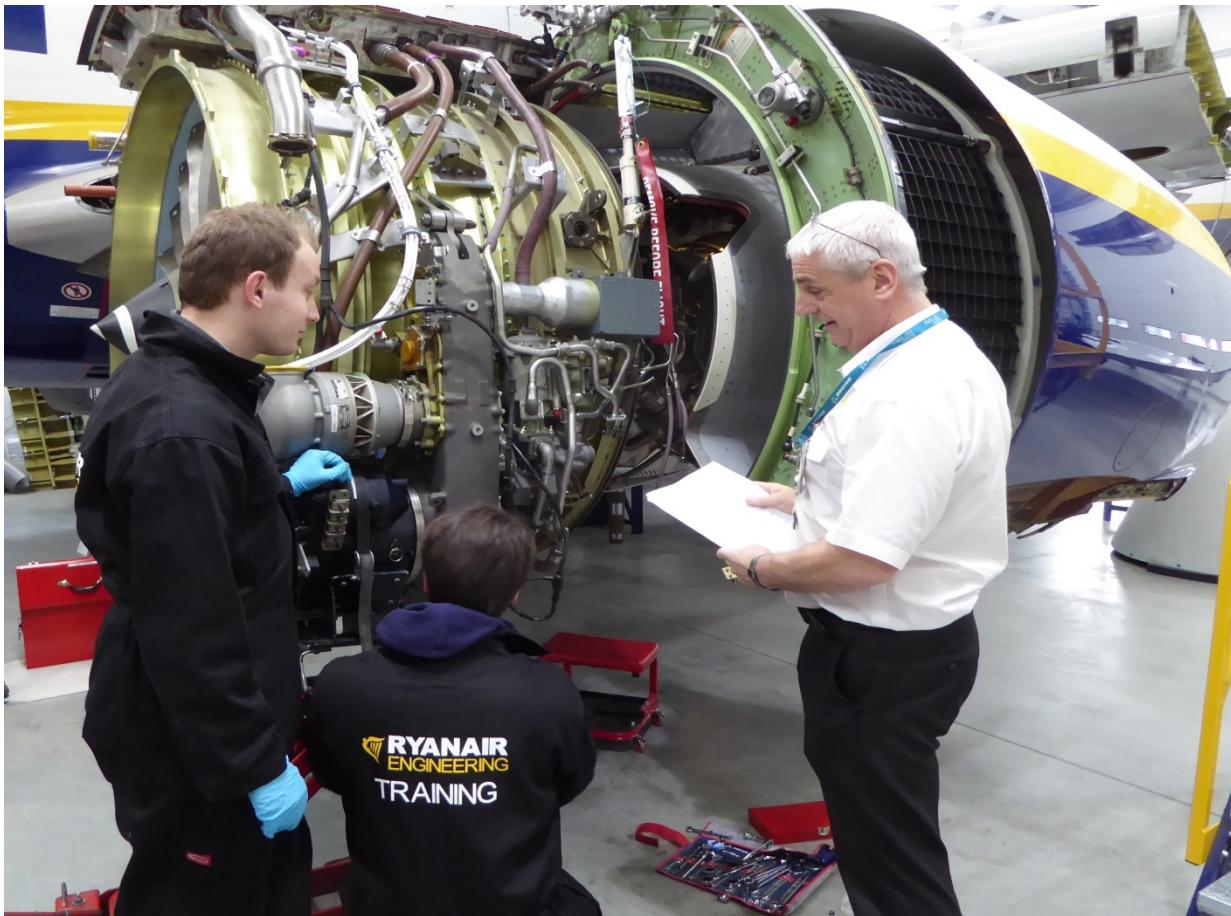
Flight Ops/Cabin Crew/Engineering/Grd Ops meet to share info on safety issues
Presentations on current safety issues by each group
Messages brought back to the bases by the attendees



Award for staff who have performed commendably in a significant safety related event



Maintenance Errors are fed back into the winter training syllabus.
Staff from smaller stations get to practice their hand skills.



Type Course and Trainee Programme – new staff learn the RYR way

Staff learn lessons from mistakes already made



HOTSPOTS

OFDM AND SAIR REVIEW - FLIGHT SAFETY OFFICE

ISSUE 25 - July 2015

FLAP UP GEAR UP!!

SKG - Pilot Flying, in response to a complex change of departure clearance, called for Flap Up instead of Landing Gear Up after take-off. Pilot Monitoring retracted Flaps to the up position. After landing the Flight crew correctly filed a report and pulled the CVR CB.

The resulting investigation revealed that all times after the flap lever was moved, there was a significant positive margin between the 'Top of the Amber Band' and the actual IAS.

Correlated factors to this event and possible distractions were extensive weather build up on departure and a constant non English transmissions on tower frequency by another aircraft

PLOC

SCOTTISH FIR
Scottish FIR - short sector flight from GLA to DUB experienced a PLOC of between 10-12 minutes when the Flight Crew did not hear and/or respond to a change of frequency instruction.

IRISH FIR
A number of aircraft attempted to establish communications on 121.5 without success. Communications were made approaching Irish FIR by the

2015 - Q2 FOQA OFDM

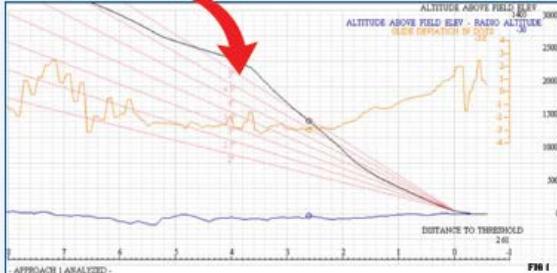


FIG 1

TOP 5 OFDM EVENTS

Rank	Event ID	Description	FIG 2
1	1402	DESCENT RATE HIGH - 2000 TO 1000FT	
2	1403	DESCENT RATE HIGH - 1000 TO 500FT	
3	4805	GLIDESLOPE DEVIATION HIGH - 500 TO 200FT	
4	4028	RATE OF DESCENT THROUGH 500FT GATE	
5	1404	DESCENT RATE HIGH - BELOW 500FT	FIG 2

QUARTERLY RATE
The OFDM Capture Rate for the quarter was 99.41% which compares well to the 12 month capture rate up to Q2 of 99.45%.

VALIDATED EXCERESSES
There were 8300 validated exceedances during the period, 5.2% of the flights that provided data, of which 859 were Class 3 (0.54%) and 7441 were Class 2 (4.7%). The table (above, FIG 2) shows the Top 5 Class 3 events for Q2.

TYPICAL APPROACH
And the screen-shot (above, FIG 1) shows what

exceedances. (2350ft at 3.6nm when should be 1080ft)

VISUAL APPROACHES
Visual approaches account for the majority of HEA events as 'task saturation' gets the better of the pilot and situational awareness (3 x distance to TD) is degraded.

ASR
Finally, if you step outside the SOP and you think an exceedance has occurred then file an ASR and set out the detail leading to the event. Please explain

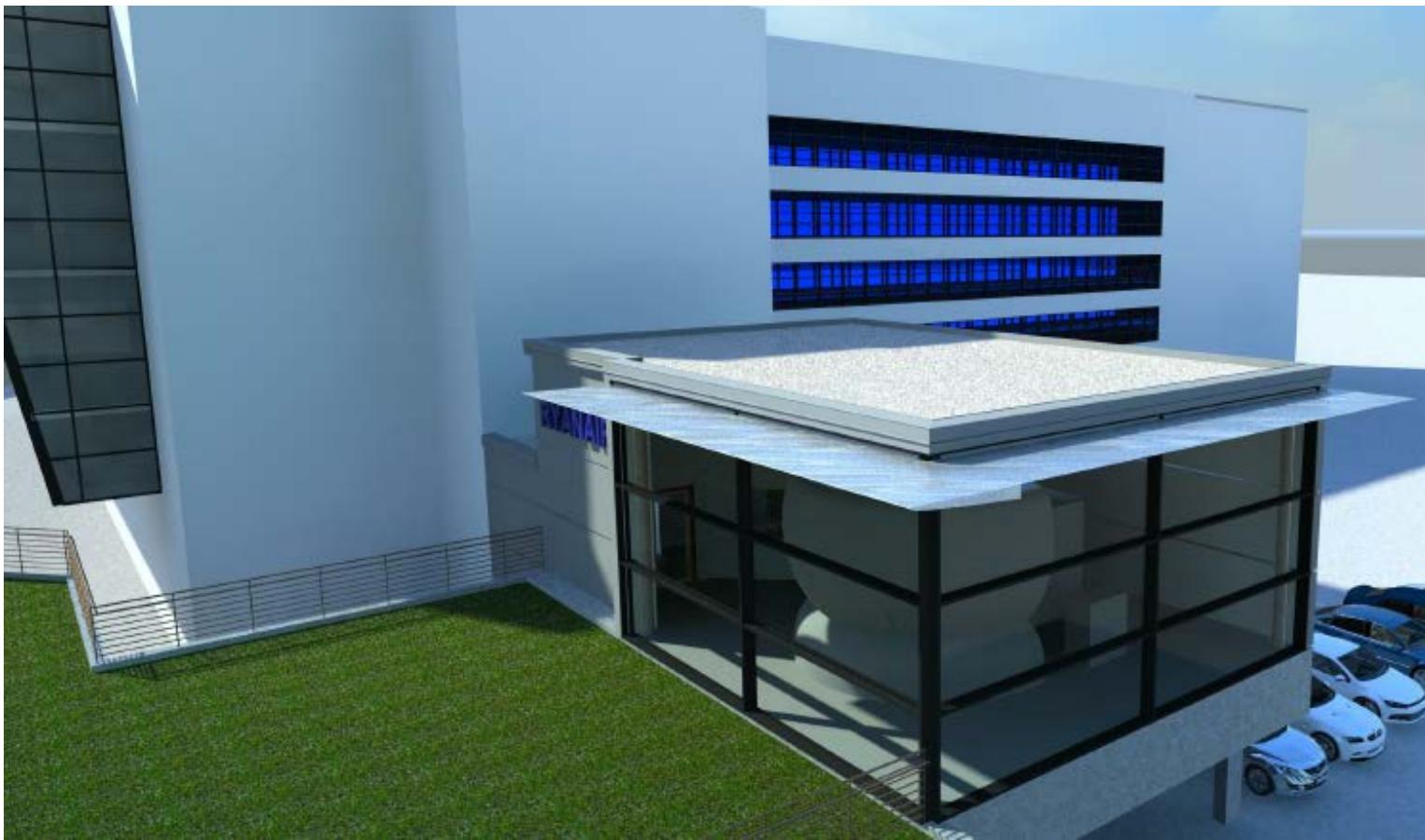
Published in paper and on-line on Crewdock

Information on recent safety events

Competitions with cash prizes

Article contributions invited from staff

Contributors receive 'thank you' payment



Engine Run training, Fire Drills, replay of certain events



Moodle e-learning

File Edit View Favorites Tools Help

BBD AM Services Flight Standards Informati... RGL Home Document Search - Engin... Free Hotmail Google http--translate.google Met Office Volcanic Ash... Suggested Sites TakeOff Web Slice Gallery

RYANAIR

NEIL ▾

INDUCTION TRAINING RECURRENT TRAINING CONTINUATION TRAINING EQUIPMENT & DRIVER TRAINING ENGINEERING DEPARTMENTS QUESTIONNAIRE & SURVEYS TRAINING AIDS EXTERNAL SITES ADMIN

MY HOME Customise this

SETTINGS CALENDAR

My profile settings

MY PRIVATE FILES

No files available Manage my private files

ONLINE USERS (last 5 minutes)

Neil Hickey Bhavik Mistry Kieran Harty Joao Francisco Diaz Sean Rogers

COURSE OVERVIEW

CALENDAR

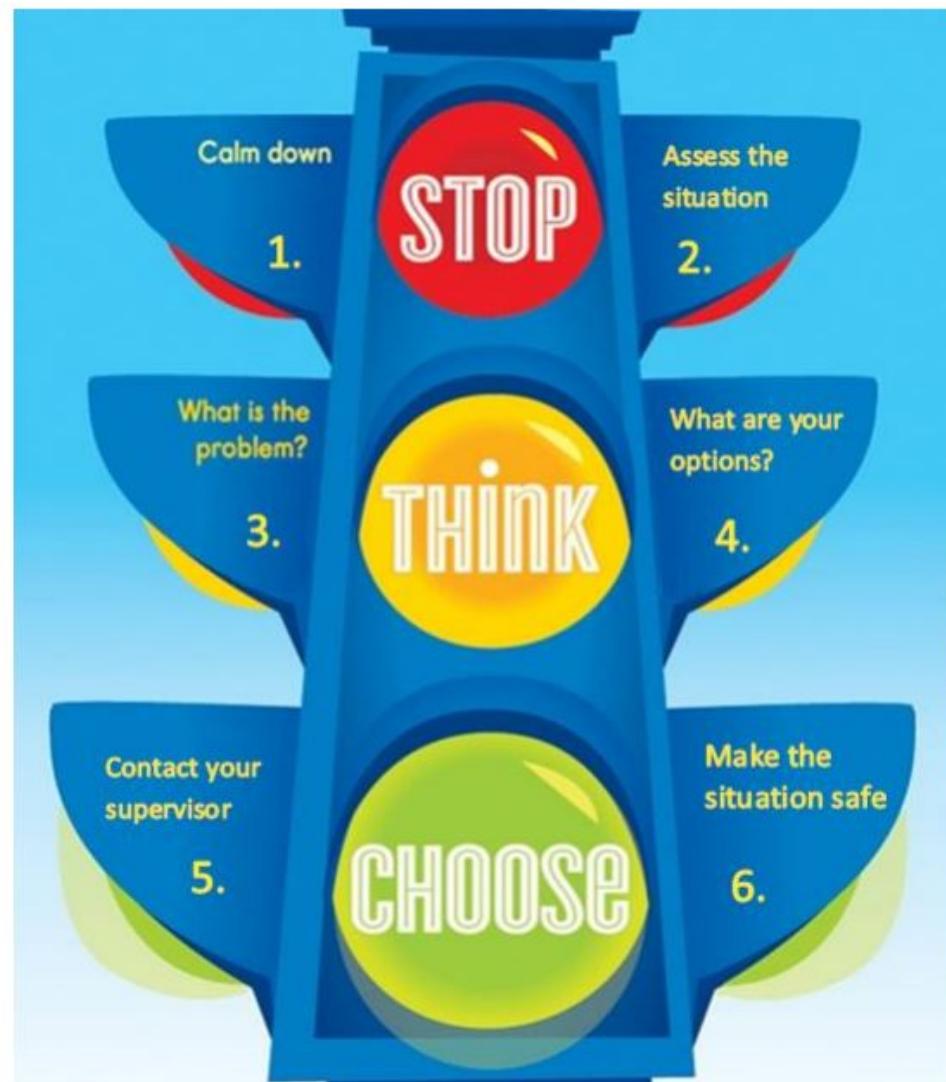
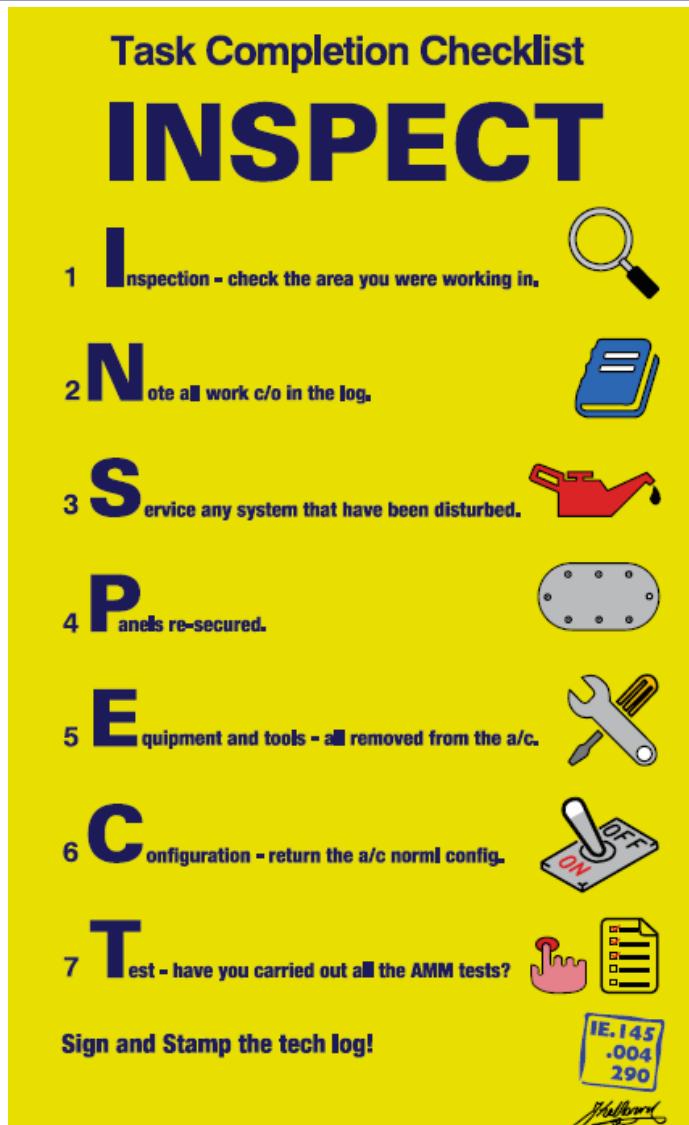
March 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

MY COURSES PROGRESS

TRAINING DATES - ALL STAFF	(0 %)
AMOS - Workorder II Training Pack	(0 %)
AMOS Induction Training	(100 %)
CAME ISS 3	(100 %)
Competency Assessment - AMOS Edit/View Document	(100 %)

Recurrent & Continuation Training Packages available on line





Conclusions

Face to face is the most effective method of communicating

Encourage engagement in the learning process – not expect it

Promotional material needs to be interactive

Promotional material needs to be available on modern technology



Questions?

