



# SMICG 2016

Rome, 27<sup>th</sup> May 2016



## *Challenges of Safety Promotion and Learning in a Large Organisation*



Neil Hickey – Technical Manager Safety - Engineering





The 4<sup>th</sup> 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



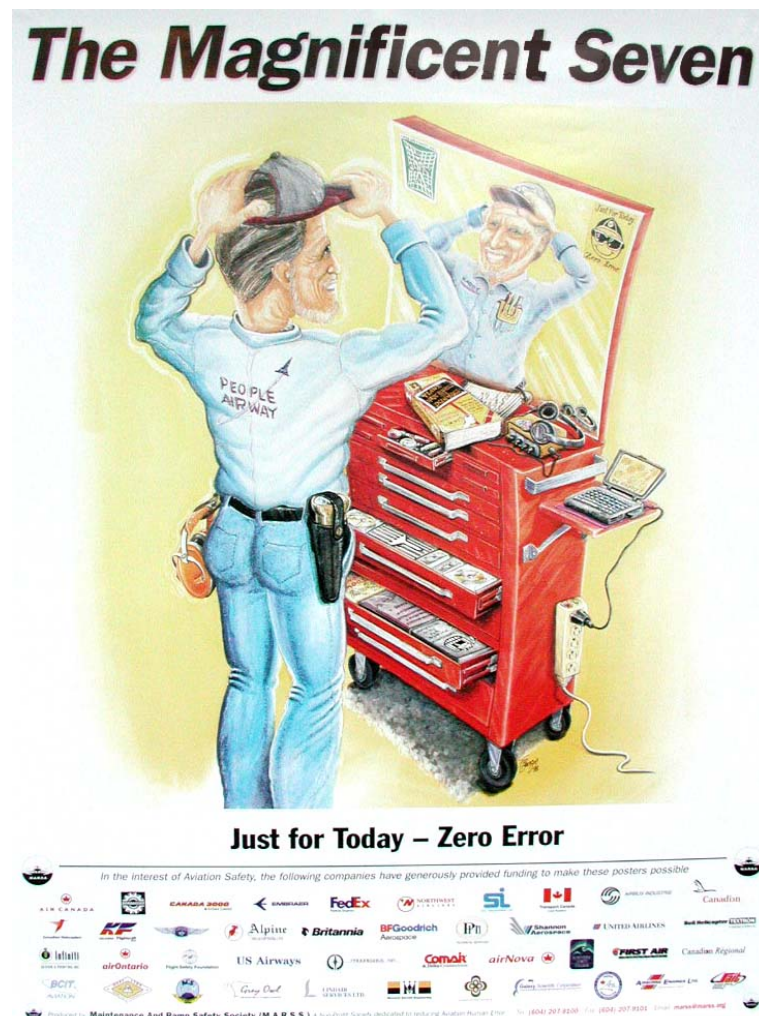
# Challenges: Amount of activity

4

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!*







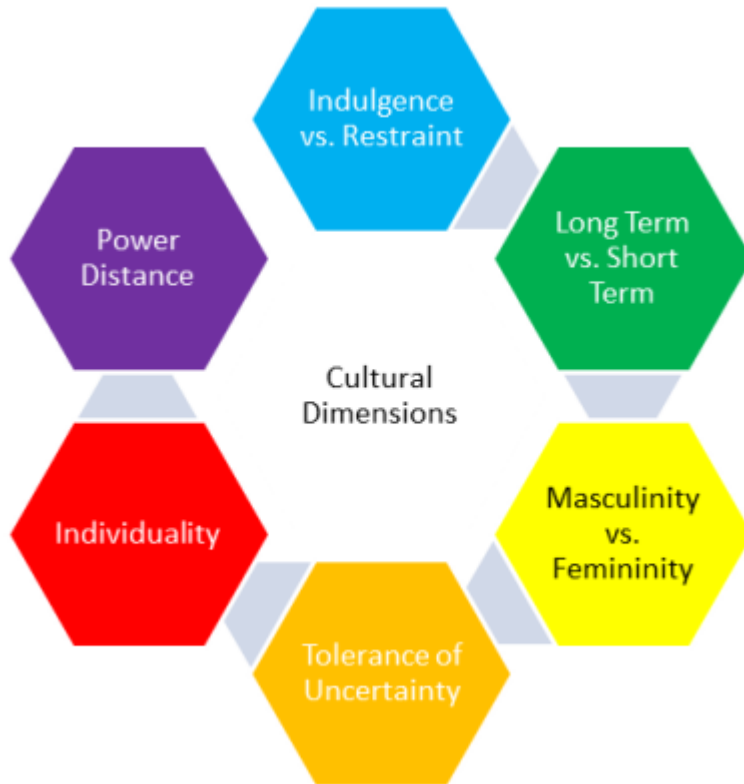
## What makes a good mechanic or engineer?

- Someone who solves problems.
- Someone who follows procedures?
- Someone willing to learning 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.



**The organisation must be prepared to:**

Invest in safety promotion

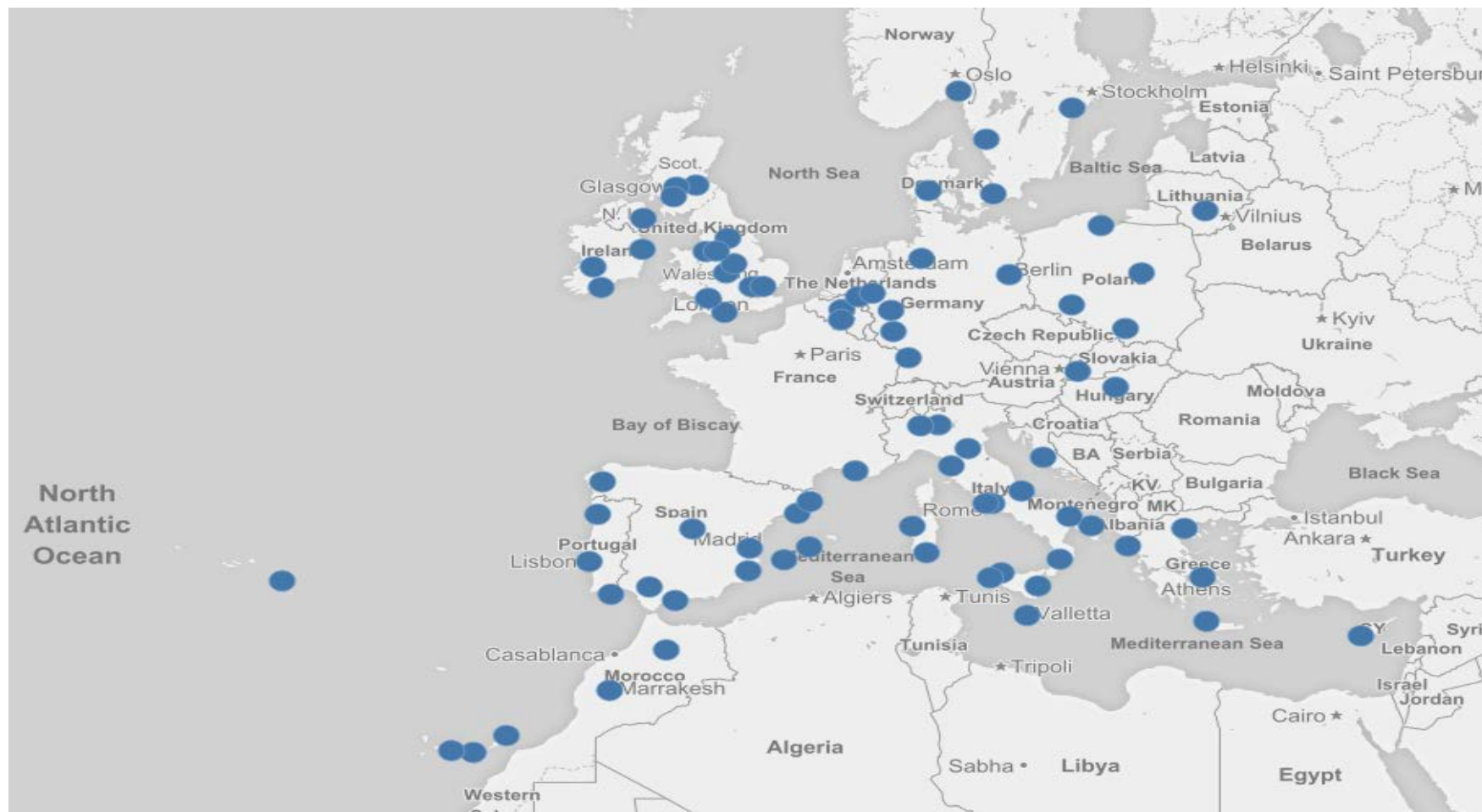
Be honest about organisational issues

Be open about what has gone wrong



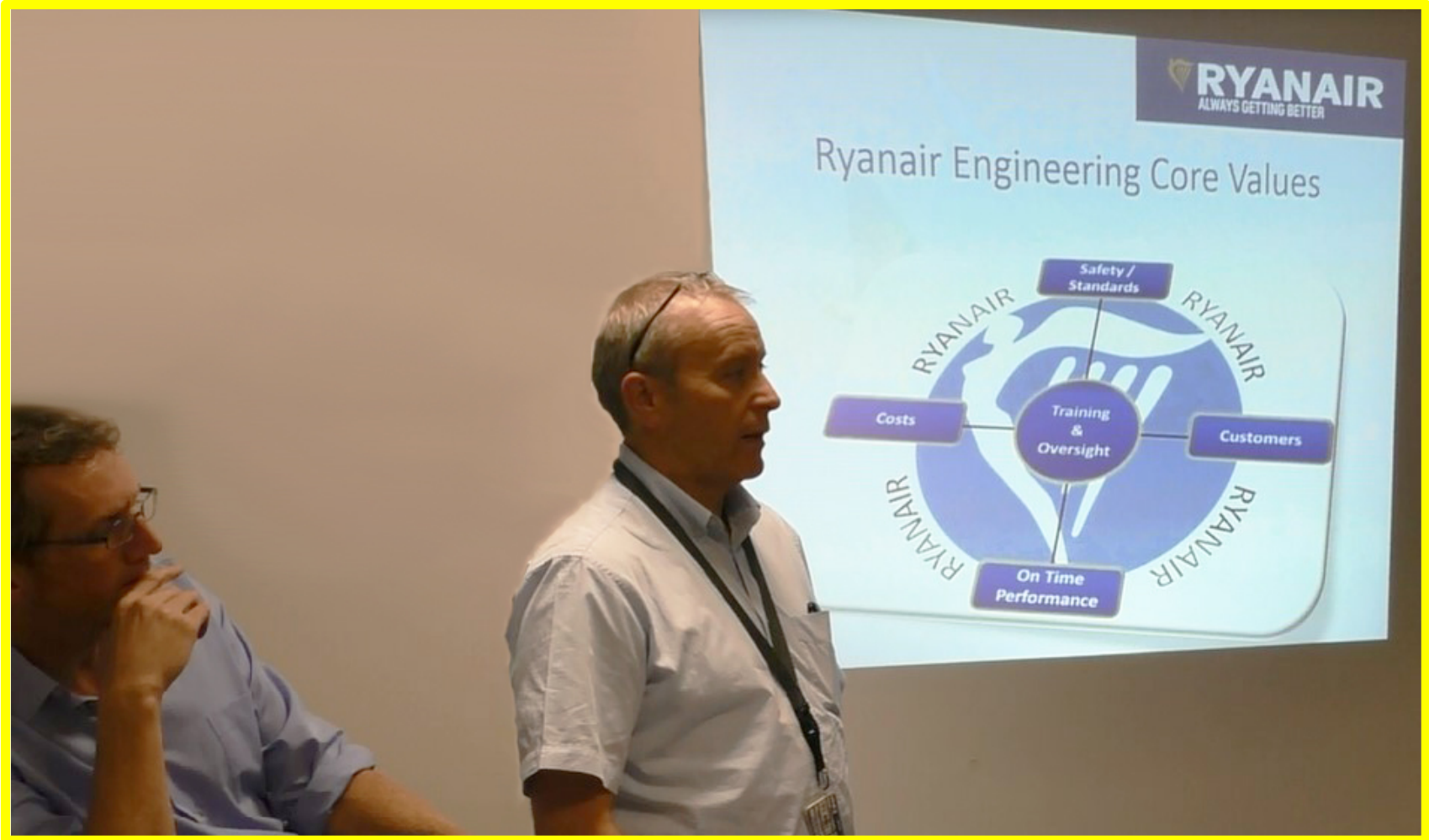


## How do we speak to staff in 81 bases in 31 countries?





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





## 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

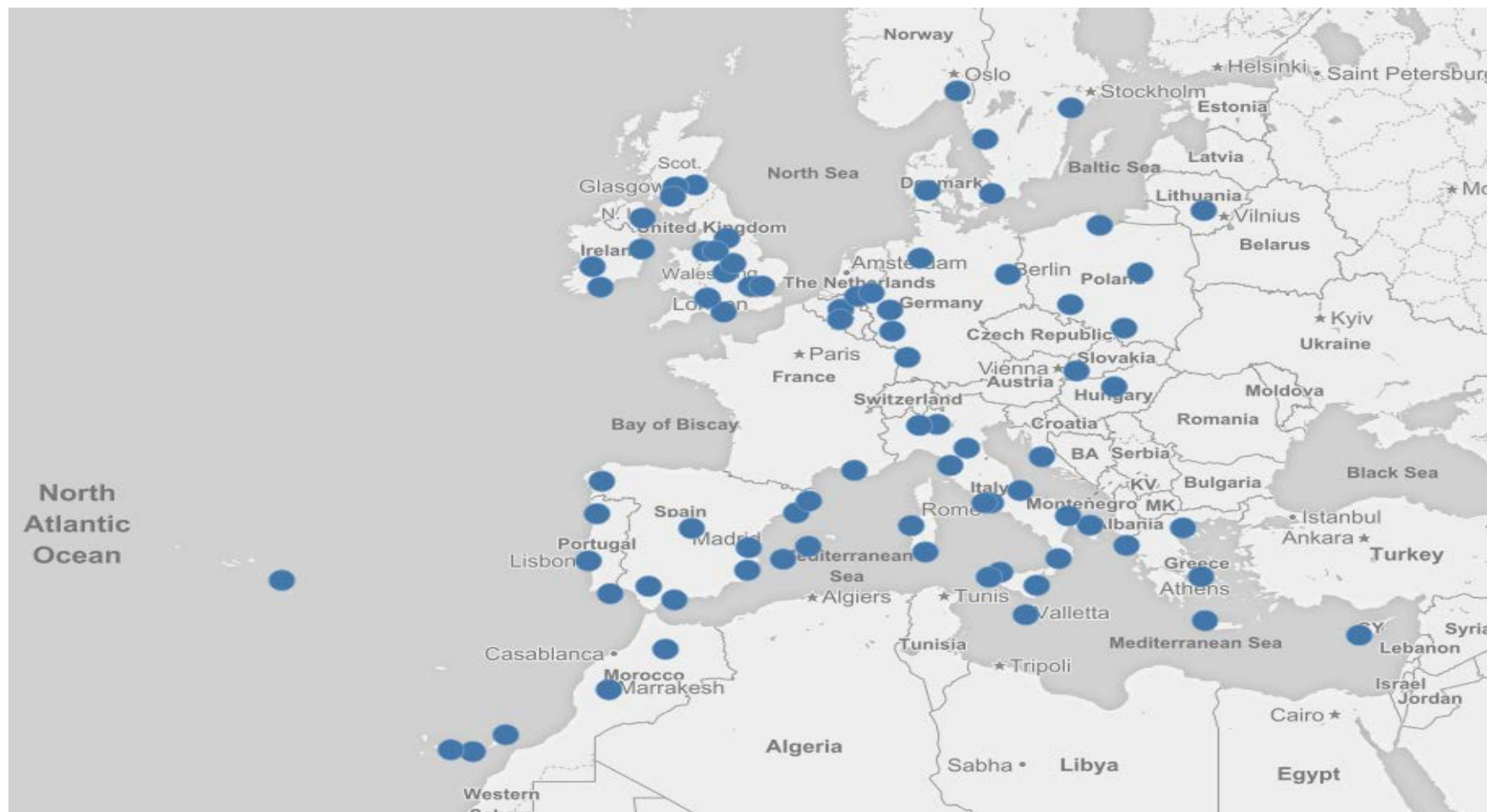


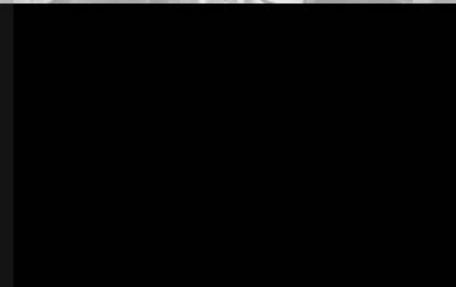
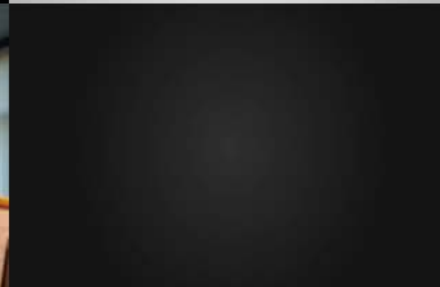
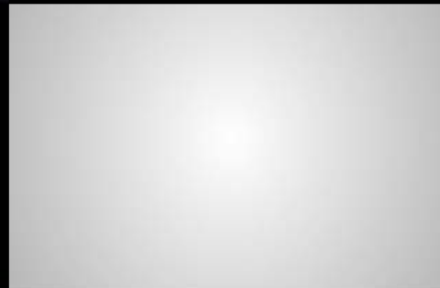
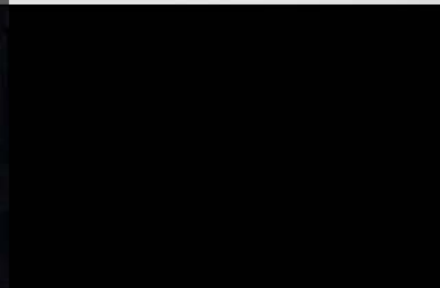
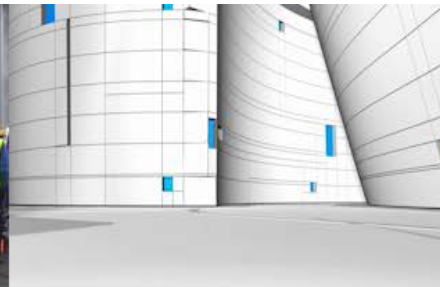
→ Opportunity to meet senior management & for feedback



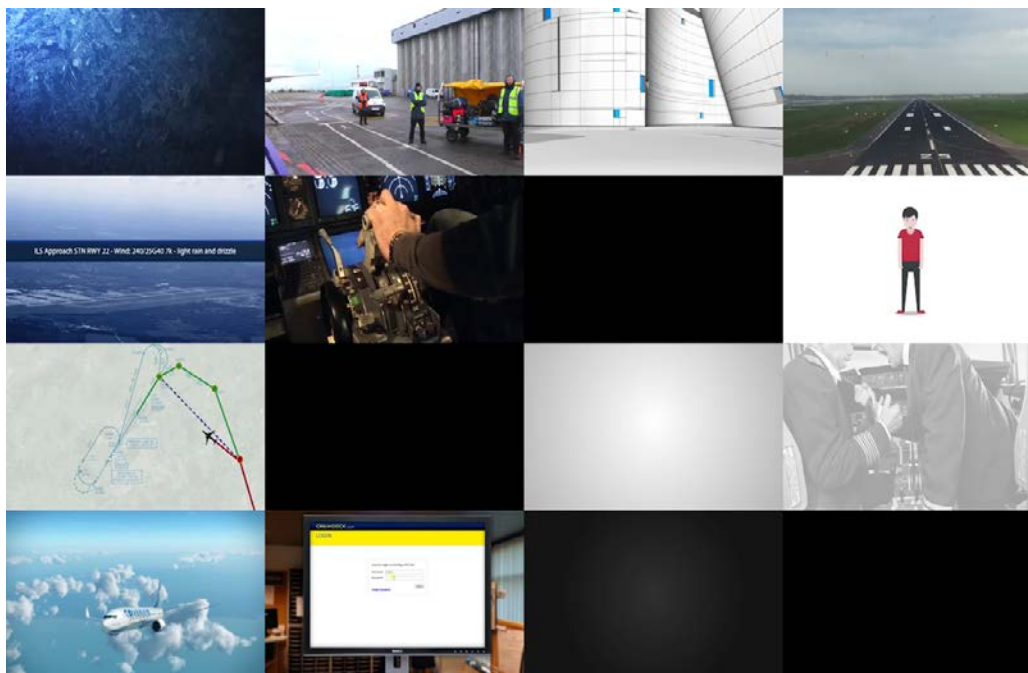


→ Opportunity to meet senior management & for feedback









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

**ENGINEERING**

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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 - Missina 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



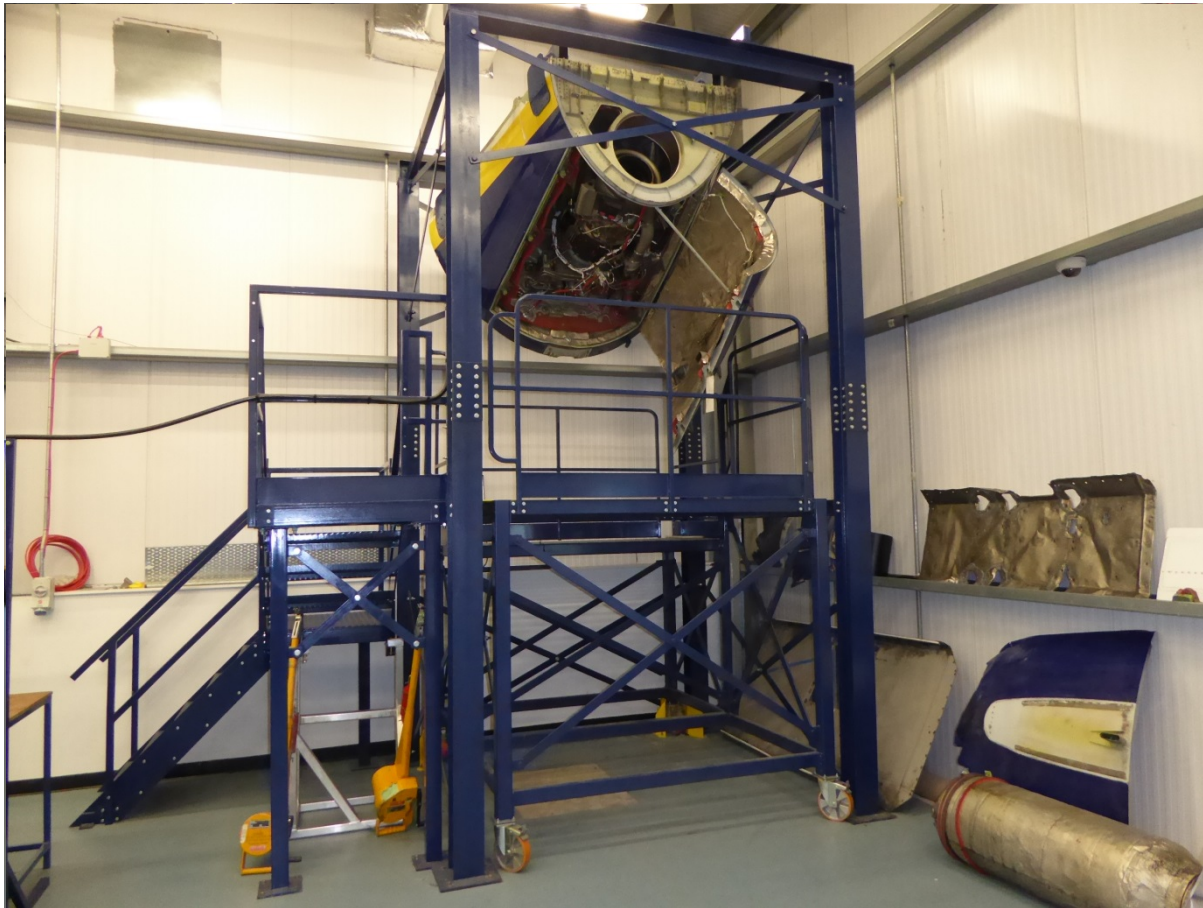
# Safety Award

20



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

ISSUE 25 - July 2015

OFDM AND SAIR REVIEW - FLIGHT SAFETY OFFICE

## 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

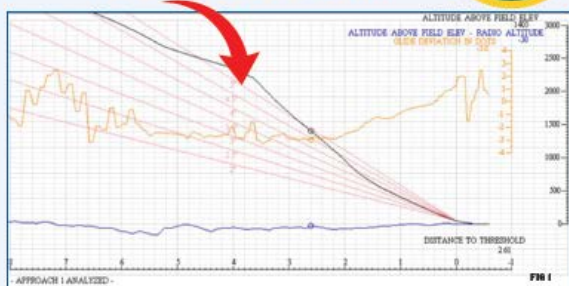
### SCOTTISH FIR

ScottisRIR - 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



### TOP 5 OFDM EVENTS

1	1402	DESCENT RATE HIGH - 2000 TO 1000 FT
2	1403	DESCENT RATE HIGH - 1000 TO 500 FT
3	4806	GLIDESLOPE DEVIATION HIGH - 500 TO 200 FT
4	4023	RATE OF DESCENT THROUGH 500FT GATE
5	1404	DESCENT RATE HIGH - BELOW 500 FT

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 EXCEEDANCES

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 744 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 (3x 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

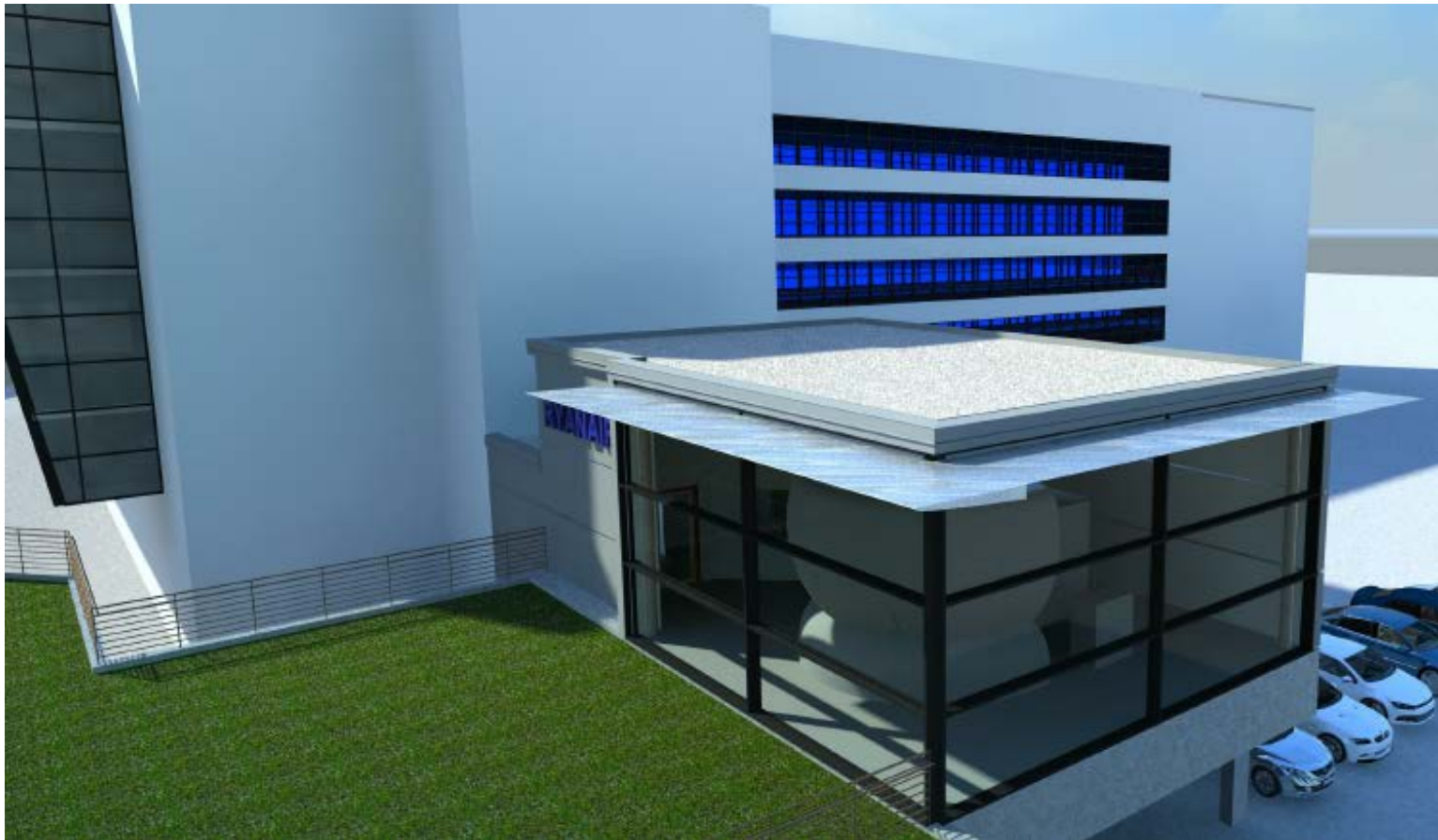
Published in paper and on-line on Crewdock

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

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# RYANAIR

NEIL

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

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SETTINGS

My profile settings

MY PRIVATE FILES

No files available  
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ONLINE USERS

(last 5 minutes)

- Neil Hickey
- Bhavik Mistry
- Kieran Hartly
- Joao Francisco Diaz
- Sean Rogers

COURSE OVERVIEW

CALENDAR

March 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
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




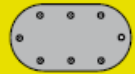



- \*\*TRAINING DATES - ALL STAFF\*\* (0%)
- AMOS - Workorder II Training Pack (0%)
- AMOS Induction Training (100%)
- CAME ISS 3 (100%)
- Competency Assessment - AMOS Edit/View Document (100%)


Recurrent & Continuation Training Packages available on line



**Task Completion Checklist**

## INSPECT

- I**nspection - check the area you were working in. 
- N**ote all work c/o in the log. 
- S**ervice any system that have been disturbed. 
- P**anels re-secured. 
- E**quipment and tools - all removed from the a/c. 
- C**onfiguration - return the a/c norml config. 
- T**est - have you carried out all the AMM tests? 

**Sign and Stamp the tech log!** 

*Hubbard*





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

