

A Practical Approach to Safety-II

Safety & Learning Advancement Team (SLAT)

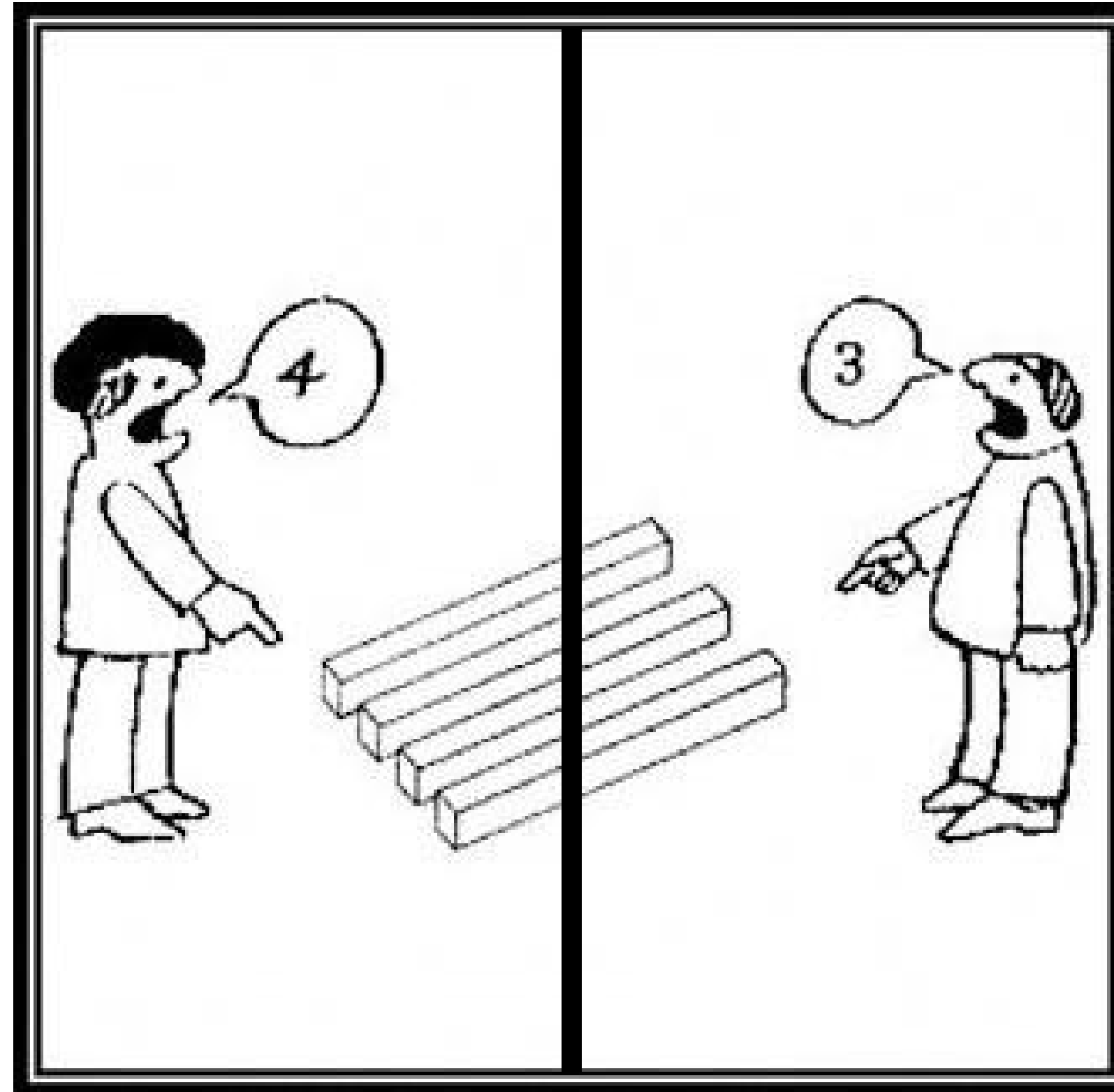


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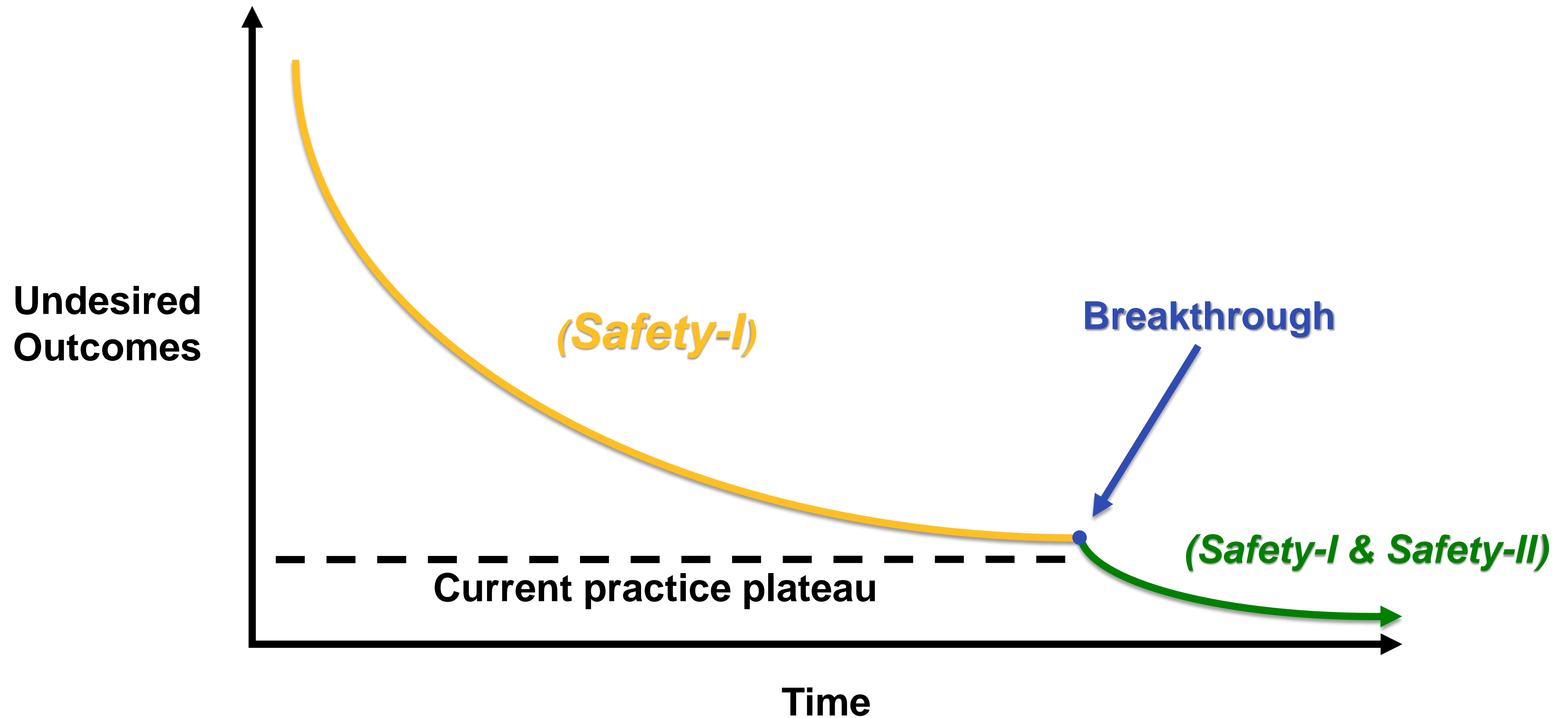
Perspective



How do you define “Safety”?

- **Safety-I** (the traditional view of safety) has been defined as “*the absence of unwanted outcomes such as incidents or accidents*”, or “*the freedom from unacceptable risk.*”
 - Safety research and management has historically **focused on the undesired outcomes** rather than the expected (safe) or desired outcomes.
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- **Safety-II** is defined as the **presence of capacities** to ensure **as much as possible goes right** under varying conditions.
 - The focus shifts to **understanding why things go well**, which is much more representative of everyday work.

Safety-I & Safety-II



Mission and Vision

Mission:

Discover 'what goes well and why' to inspire positive, data-informed enhancements to system safety and foster a culture of learning within Flight Operations at Southwest Airlines.

Vision:

Advancing safety through resilience.

What is resilience?

The ability of a crew to perform as needed under a variety of conditions, and to respond appropriately to both disturbances (additive conditions, threats, pressures, errors, UAS, etc.) and opportunities (potentials).

A crew that is unable to make use of opportunities is not in a much better position than a crew that cannot respond to disturbances.

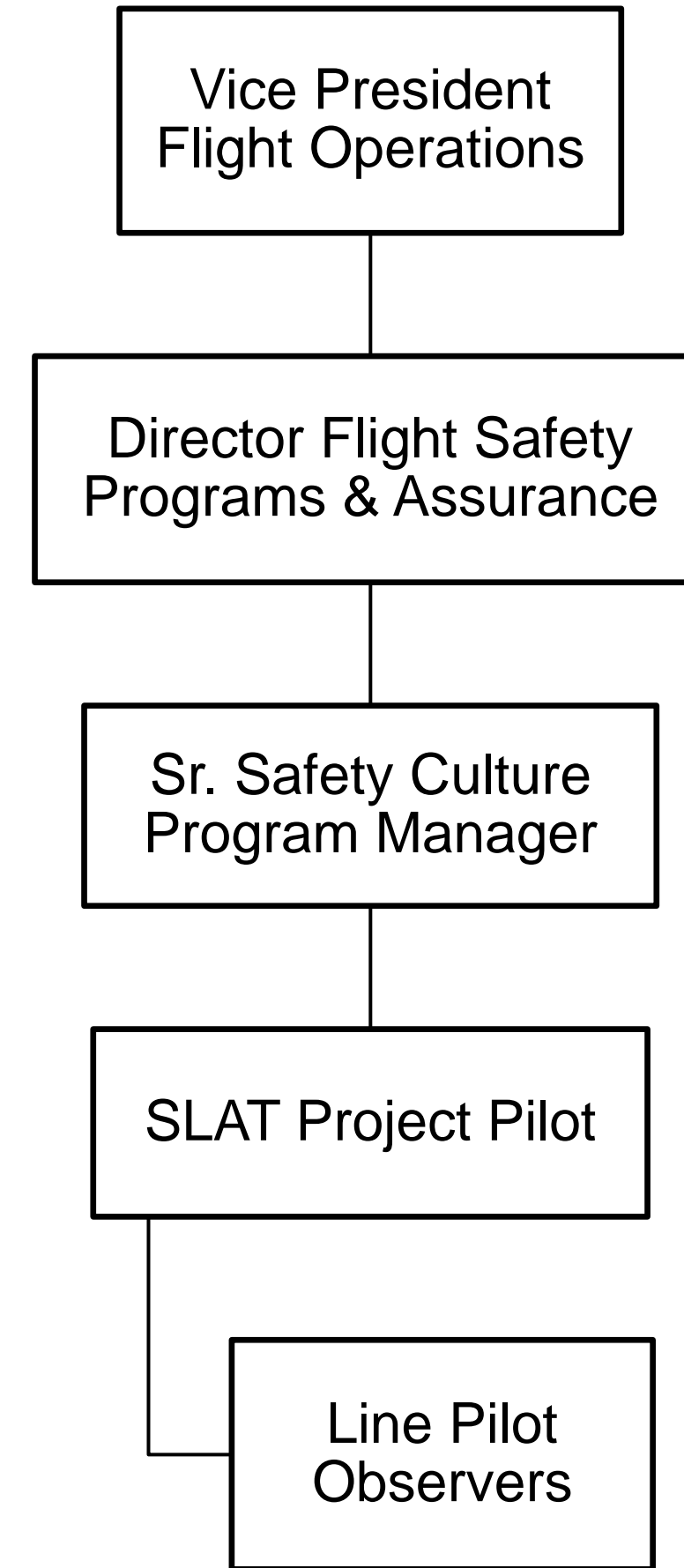
Structure

Flight Operations Safety

Safety Assurance Program

Team Structure:

- Sr. Program Manager
- Full-Time Project Pilot
- 10 Line Pilot Observers



SLAT Roundtable Group

The SLAT Roundtable Group:

- Functions as an advisory committee to the SLAT program.
- Is involved on the front and back-end of the data process.
- Provides support, direction, and focus areas for SLAT to explore.
- Benefits from data analysis and works together to help facilitate positive change affecting our frontline employees.

Managers and Sr. Managers:

- Flight Ops Standards
- Flight Ops Training
- AQP
- Flight Ops Procedures
- Flight Ops Technical, Compliance, & Daily Ops
- Human Factors
- SWAPA Safety



SLAT Steering Committee

The SLAT Steering Committee:

- Provides support, guidance, and oversight of the SLAT program.
- Considers recommendations made by the Roundtable Group.
- Helps balance priorities and resources.
- Ensures follow-through of action items.

Directors and Managing Directors:

- Flight Ops Training & Standards
- Flight Ops Policies & Procedures
- Flight Ops Safety
- SWAPA Safety Chair



Data Collection Methods

Flight Deck Observations (FDO)



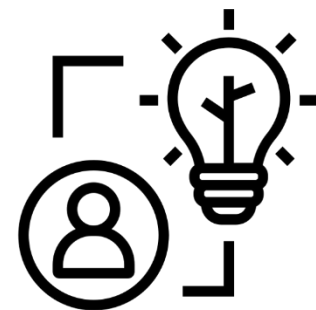
Shop Talks (ST)



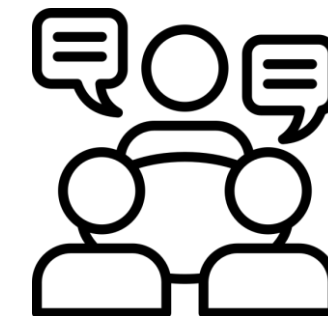
Pilot Insights (PI)



ASAP & Irregularity Report Learning Reviews (LR)



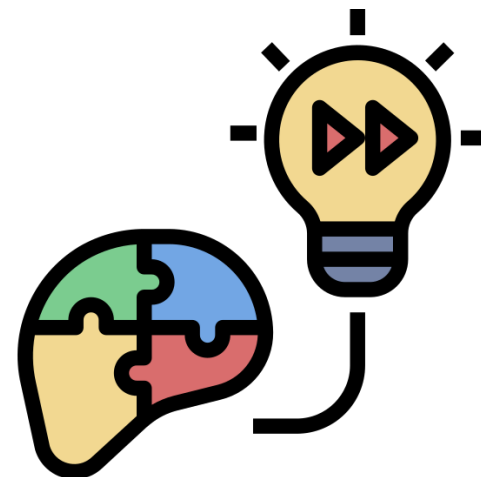
Learning Teams (LT)



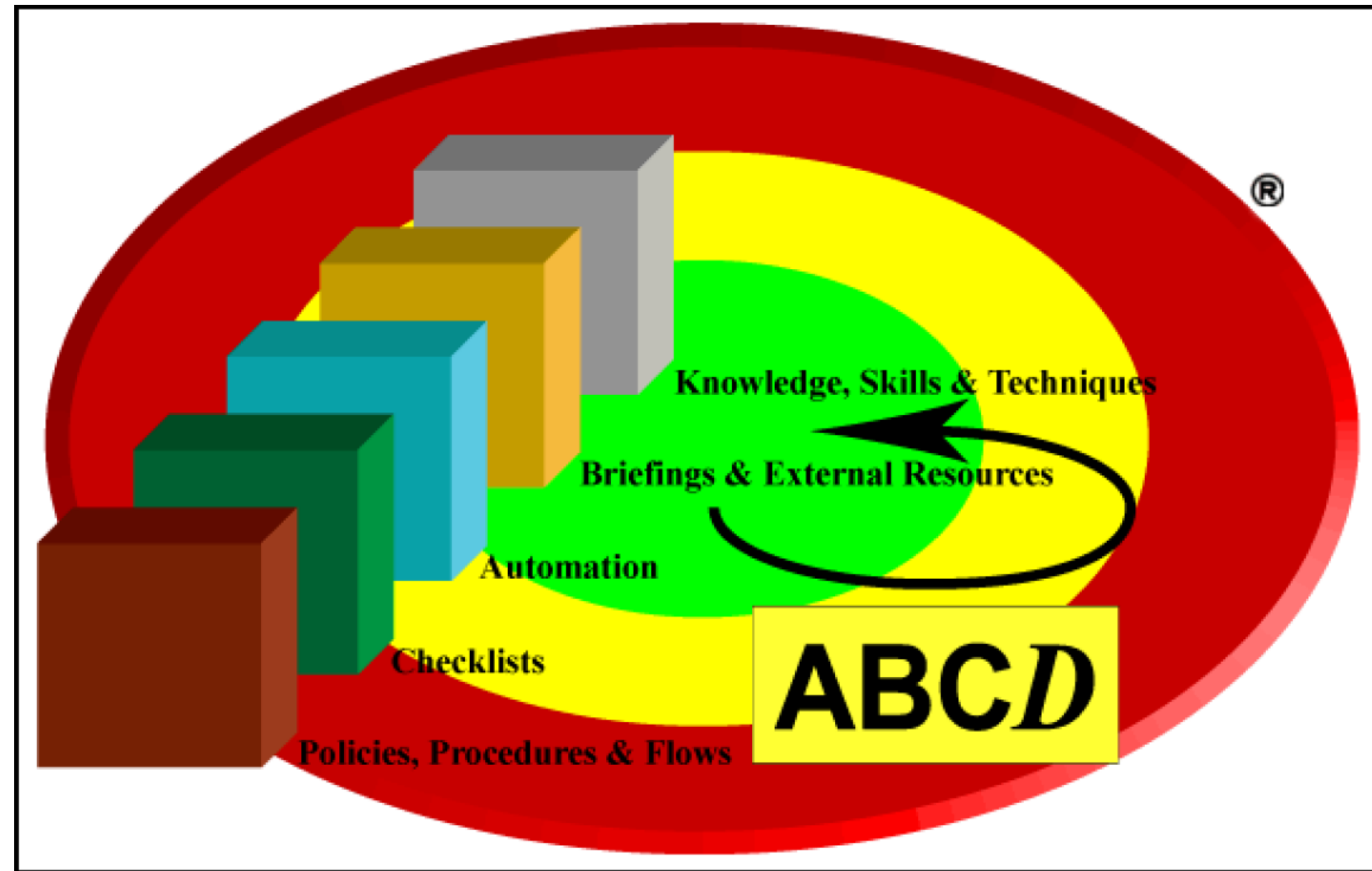
We can't manage what we don't understand.

Flight Deck Observations: How do we define a Proficiency?

- **Definition:** *any performance that is novel, adaptive, heuristic (employing effective “rules of thumb”), and/or innovative AND conforms to one or more of the Criteria below:*
- **Criteria:**
 - Performance above and beyond or different (a better way of doing things) from SOP that properly supports or improves the achievement of SWA Operational Priorities.
 - Performance above and beyond SOP that identifies and corrects errors and undesired states.
 - Performance that assists crewmembers with compliant execution of SOP.
 - Performance we want more crewmembers to mimic.

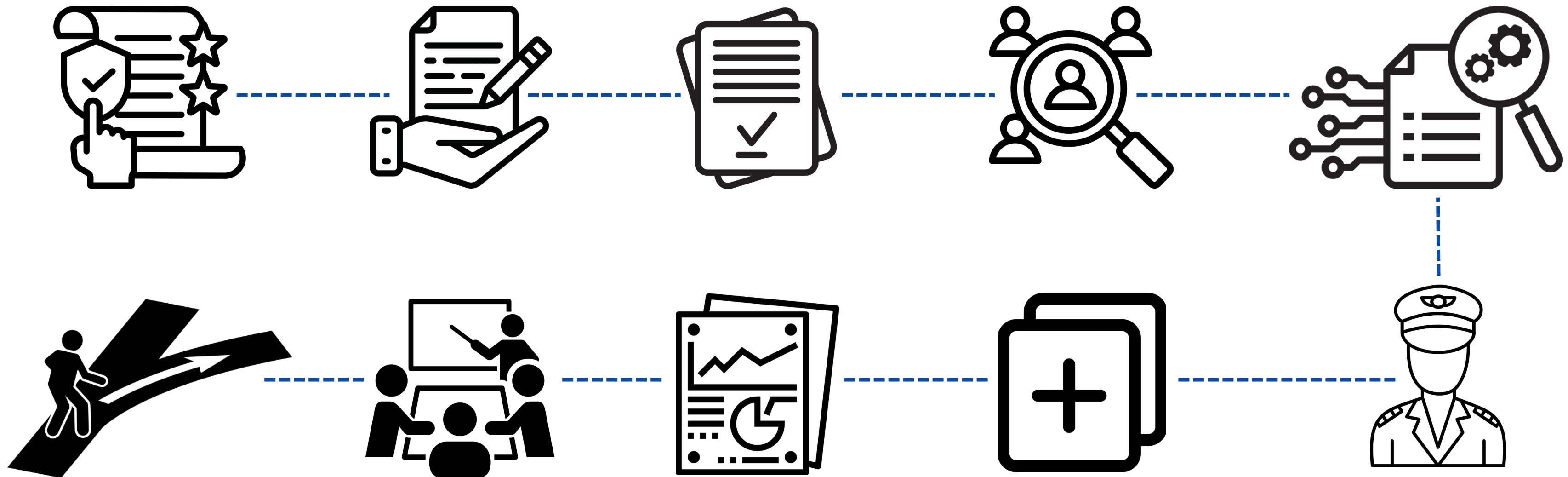


Resilience Potentials & Risk and Resource Management (RRM)



Shop Talks

Focused effort on a single topic to understand and measure the gap between Work-as-Done (WAD) and Work-as-Imagined (WAI).



Deliverables



SLAT

A different approach to Safety.



Southwest Airlines
Flight Operations Safety
Safety and Learning Advancement Team
Greg Scheidel, Sr. Safety Culture Program Manager
April 2023



Shop Talk Analysis Report

Latest Touchdown Point

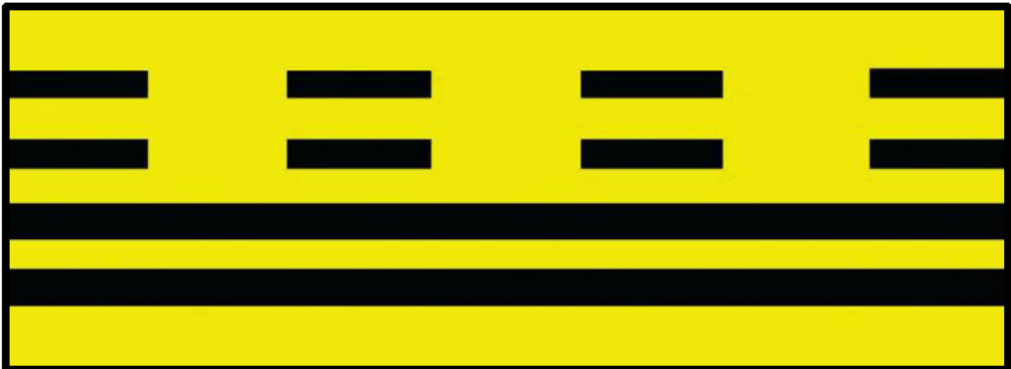


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Safety and Learning Advancement Team
Captain Rob Chavez, SLAT Observer
October 2023



Runway Incursion Prevention

Stories of Crew success to help prevent Runway Incursions and Surface Incidents.



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Safety and Learning Advancement Team
Greg Scheidel, Sr. Safety Culture Program Manager
October 2023

Deliverables



Interview Analysis Report

Performance Weight and Balance



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Safety and Learning Advancement Team
Captain Rob Chavez, SLAT Observer
December 2023



LOSA Safety Margin

Targets for Enhancement

SLAT Flight Deck Observations

Resilience Analysis Report



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Safety and Learning Advancement Team
Captain Richard King, SLAT Observer
April 2024



Deliverables



Resilient Performance Report

Thunderstorm Avoidance



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April 2024



Shop Talk Analysis Report

Better Briefings



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Safety and Learning Advancement Team
Captain John Schaefer, SLAT Observer
COMING SOON 2024



Shop Talk Analysis Report

Flap Extension Policy



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Questions?

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