

Operational Safety in the Dispatcher / Pilot Relationship

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Why are we here?

Delivering our customers safely.



Who gets it done?

The core team to operational safety

- Dispatchers
 - Mechanics
 - Pilots
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- Three groups who are licensed with a strong sense of profession.

Hold that thought.



What is Operational Safety?



Deep Water Horizon

What went wrong?



Challenges to Op Safety in the Airlines

- World economy
- Lingering issues from deregulation
- Strong competitive pressures
- Rising fuel costs

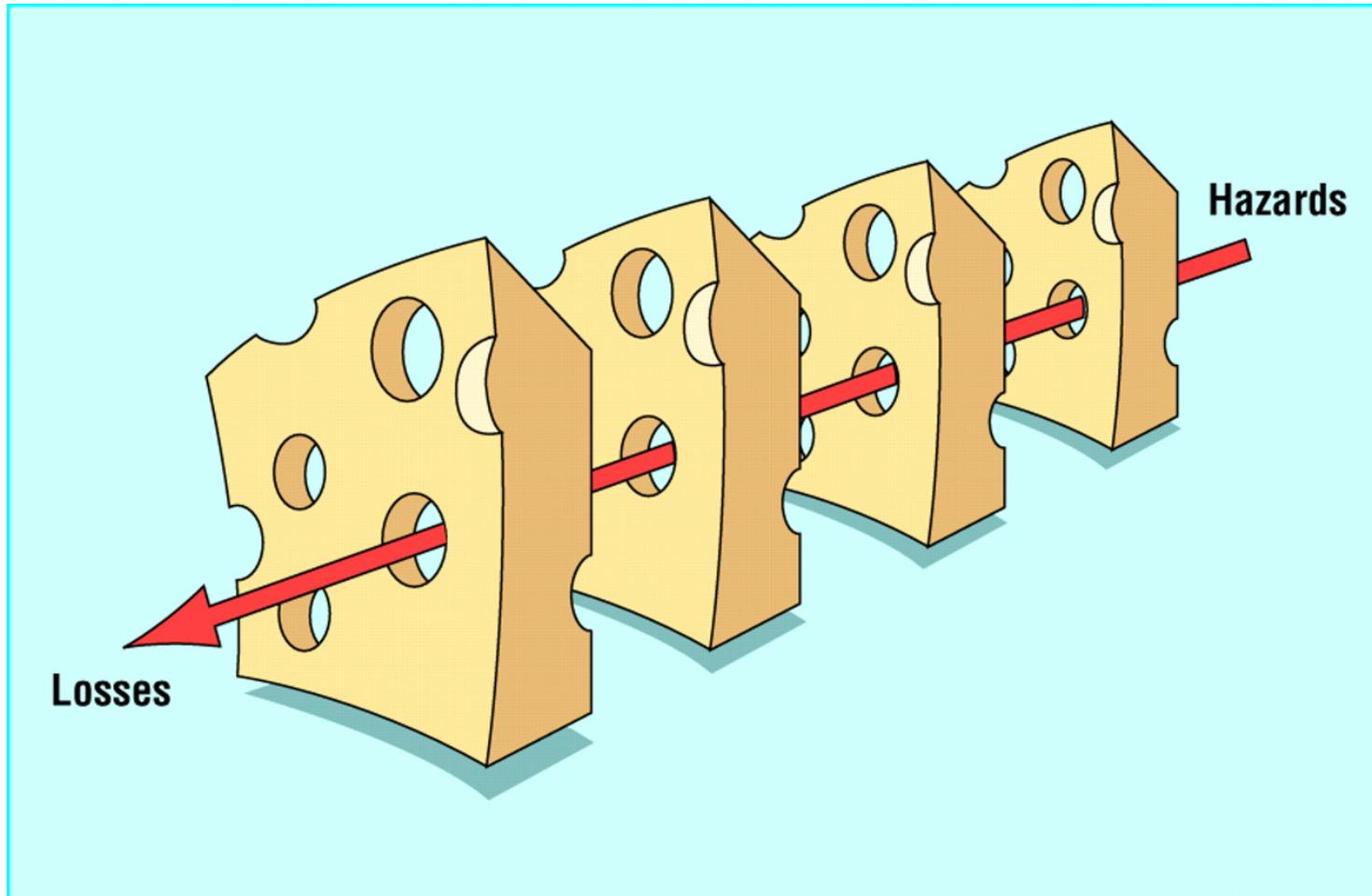
- Believe it or not, ***Our success!***

- A recipe for the normalization of deviance.



Safety System Resiliency

The critical role of the human... us!



What works against engagement?

Dignity detractors

- “Take the jet the way its maintained, it’s a legal placard.”
- “Don’t ask for more gas than policy, we’ll decide what you can put on.”
- “It’s our jet, our computers, our software.....you can make decisions once we hand it to you. Until then, sit on your hands.”
- Result is RIP..... Retiring in Position.
- ***Effectively removing the last slice of cheese***

What about Our Professions?

- We share common pressures.
- We share common goals.
- We share a license and responsibility.
- We share a common criticality to our companies.
- We have different roles that have daily interaction.
- We cannot allow the normalization of deviance.

- Keeping our “members” engaged requires properly balanced autonomy with good decision making for our companies.
- **We are critical to each others success.**



Putting on my Management Hat.

Role of Operational Leadership

- Hire the best people we can.
- Giving them clear objectives.
- Give them the tools they need to do their job.
- Treat them fairly.

- Get out of the way and let them do their job!

Some parting thoughts.....

- Precedent to an accident or incident is **Normal Ops**
- Operational safety is not a given
- SMS is foundational but does not trump the true priorities of our organizations
- Recognize the unique role professionals play in our airline.
- Relentlessly pursue Operational Safety