

*EXECUTIVE
FLITEWAYS*

***SAFETY
MANAGEMENT
SYSTEM***

Our history with SMS

ISBAO certification

September 2004

Along came the ACSF

- EFI participation in developing the ACSF Standards

– EFI agrees to become a Beta Test Subject

(Russ Lawton could sell ice in Antarctica)

Jim Holmes

“You guys are doing it; you just haven’t documented what it is you’re doing or how you are doing it!”

Starting from scratch

- Development of an Administration Manual
 - A listing of every task and responsibility
 - How is each task performed or completed

Jim Holmes

“Are you doing what your manuals say you should be doing?”

Internal Audits

- Monthly audits conducted by supervisors
- Quarterly audits conducted by department heads
- Trimester audit conducted by the Safety Manager
- Annual audit conducted by the President

Safety Reporting

- Keys to a successful reporting system
 - No punitive action taken against honest, self-reported mistakes.
 - Employees must feel secure knowing that reporting their mistakes will only lead to additional training and/or guidance.
 - Employees must feel that reports will lead to change.

AVSIS

- Incorporate safety reports from other companies into our SMS
 - “The easiest lessons to learn are those lessons learned by someone else.”

System Failure Reports

- Used to report quality issues versus safety issues.
- Must not become an exercise of finger pointing.

Safety Risk Assessments

- An effort to reduce risk to a level
 - **A** As
 - **L** Low
 - **A** As
 - **R** Reasonably
 - **P** Practical

Company	Executive Fliteways	Assessor	Wilkens, Heide, Klayman, Rudolph	Date	01/05/2009
Original	Update	Land And Hold Short Operations (LAHSO)			
Operational Factors		Severity / Probability	Mitigation Reference	Severity / Probability	
▪ Short Available LDA Distance (ALD)		15		15	
▪ High Required Landing Distance		15	SOP LAHSO Distance Minima A027(a)(1)(2)	10	
▪ Wet or Contaminated Runway		15	A027 (b)	5	
▪ Adverse WX		20	A027(b)	5	
▪ Go around- Other traffic		15		15	
▪ MX status		15	A027(b)	5	
▪ No Vertical Guidance		15	SOP 25.8 mandatory use of vertical guidance aids	5	
▪					
Technical Factors					
▪ Un-stabilized Approach		15	SOP 26.2- No fault G/A policy	5	
▪					
▪					
▪					
▪					
▪					
Human Factors					
▪ Lack of recent LASO experience		25		25	
▪ Fatigue		15		15	
▪ Tendency to float for smooth landings		15	SOP 27.9 requires go-around if unable to land in TDZ	10	
▪					
▪					
▪					
▪					
▪					
▪					
▪					
Total Assessment of Severity / Probability		16.4	* Indicates need for operational change	10.5	

RISK ANALYSIS MATRIX

SEVERITY	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		PROBABILITY				

Risk Assessment Matrix

VALUES	RISK	LEVELS ACTION
1 – 6	LOW RISK	Proceed after considering all elements of risk
6 – 14	MEDIUM RISK	Continue after taking action to mitigate overall risk
15 – 25	HIGH RISK	STOP: Do not proceed until sufficient control measures have been implemented to reduce risk to an acceptable level

RECOMMENDATIONS:

LAHSO scored as a high risk operation without mitigation. With mitigation references, LAHSO scored in the high range of the medium risk category.

The incidence of landing at airports that regularly utilize LAHSO is very low for EFI pilots which results in a lack of recent real life experience. It is the opinion of this risk assessment working group that there is no value added for the high risk associated with LAHSO.

It is strongly recommended that Land and Hold Short Procedures be permanently removed from EFI's Operations Specifications.

INCORPORATED CHANGES:

Based on the recommendation above, EFI has eliminated Operations Specification A027. This change will be incorporated into revision 97 of the GOM. The training module has been removed from the Flight Crew Training Manual (revision 34). Lastly, section 27 of the SOP manual will be amended and LAHSO will be removed.

I have sent an email to all flight crews that LAHSO operations will NOT be conducted for either FAR Part 135 or 91 operations.

SRA's Must Take Into Account

- Safety
 - All companies are one accident away from going out of business
- Service
 - Must be able to provide quality service
- Profitability
 - Must remain profitable or safety and service eventually suffer

S E C.	I T E M	DUTY	P A G E	FREQUENCY (D, W, M, Q, Y)	SRA DATE DUE / COMPLETED	SRA DATE REVIEWED
a		Quoting trips	1			
	1	Quoting trips on EFI aircraft	1	D	N/R	N/R
	2	Quoting trips on Non- FI aircraft	1	D	N/R	N/R
	3	Applying customer discounts	1	D	N/R	N/R
	4	Confirming quotes	1	D	N/R	N/R
	5	Payment terms	2	D	N/R	N/R
b		Booking trips	2			
	1	Setting up trip in FOS/NT	2	D	N/R	N/R
	2	Passenger information	2	D	12-30-08	12-31-09
	3	FBO information	2	D	12-30-08	12-31-09
	4	Transportation information	2	D	12-30-08	12-31-09
	5	Catering information	3	D	03-14-09	03-31-10
	6	Flight crew hotel and transportation	3	D	12-30-08	12-31-09
	7	Leg specific comments	3	D	12-30-08	12-31-09
	8	Complete leg information	3	D	12-30-08	12-31-09
	9	Assigning trip numbers	3	D	N/R	N/R
	10	Assigning flight crews	3	D	03-15-10	
	11	Review error messages	3	D	03-15-10	
	12	Trip confirmation	4	D	N/R	N/R
	13	No-Fly List procedures- passengers	4	D	06-15-10	
	14	No-Fly List procedures flight crews	4	D	06-15-10	
	15	Mel procedure	4	D	N/R	N/R
	16	Trip authorization	4	D	09-15-10	
	17	Quality control check	4	D	N/R	N/R
c		International trips	4			
	1	Setting up trip in FOS/NT	4	D	N/R	N/R
	2	Handler information	4	D	N/R	N/R
	3	Outbound US Customs	5	D	01-13-09	01-31-10
	4	APIS transmission	5	D	N/R	N/R
	5	Caribbean APIS transmission	5	D	N/R	N/R
	6	Inbound US Customs, Immigration and Agriculture	5	D	01-06-09	01-31-10
d		Crew scheduling	6			
	1	Legality	6	D	N/R	N/R
	2	Days off	6	D	N/R	N/R
	3	Flight crew schedule maintenance	7	D	N/R	N/R
	4	Short show procedure	7	D	N/R	N/R
		Cont'd				

Safety Culture Assessment

“Are we walking the walk or
just talking the talk”

Successes

- Improvement in the quality of the services we provide.
- A means to anticipate safety issues and prevent their occurrence.
- A means to track and correct safety issues and quality failures.
- Embracement of our SMS from a majority of our employees.