

## CHAPTER 9 PREPARE AND CONDUCT TRAINING FOR FAASTEAM LEAD REPRESENTATIVES

### Section 1 Background

**441 OBJECTIVE.** For the FAASTeam program manager (you) to train Federal Aviation Administration (FAA) Safety Team (FAASTeam) lead representatives to accomplish FAASTeam activities, and their responsibilities.

**442 GENERAL.** Training provides standardization of a cohesive workforce within the FAASTeam. Lead representatives must receive initial training from you before initial appointment, and thereafter, must complete recurrent training every 2 years. You will keep a record of all representative training.

NOTE: Many lead representatives have had aviation training and may have extensive experience as FAA designees, pilots, flight instructors, Aviation Maintenance Technicians (AMT), airport managers, fixed-base operators, or other aviation related positions. Others may have no technical aviation background, but do have an interest in aviation and the desire to participate in the program. A comprehensive training course provides all lead representatives with the knowledge needed to successfully accomplish program tasks and activities.

**443 SCOPE OF TRAINING.** Some lead representatives may not have all of the skills needed to accomplish FAASTeam tasks such as airman counseling or making public presentations. You will use the National representative Training Syllabus to design and conduct initial/recurrent training courses that are flexible enough to address the needs of a team of people with diverse experience and skills.

**A. Initial/Recurrent Training Criteria.** Initial training for new lead representatives may be conducted separately or in conjunction with annual recurrent training. It may also be accomplished cooperatively with lead representatives from other areas.

- 1) New lead representatives must complete training before appointment.
- 2) You may elect to develop additional course materials particular to a geographic area.
- 3) You may need to conduct individual make-up training for lead representatives who are unable to attend the regular training session due to illness, family emergency, or some other unavoidable commitment. This option should be used only in exceptional cases.
- 4) Because lead representatives benefit from interaction with other representatives and develop better teamwork during group training sessions, You should hold a meeting to conduct recurrent training every 2 years.
- 5) Since lead representatives attend training at their own expense, volunteer their time, and may have to rearrange busy schedules to attend, you should carefully select training dates, times, and places to accommodate all lead representatives. Training courses should be well

planned and concise. The FAAS Team Orientation Articulated Program and the FAAS Team Representative Articulated Program can be used for the basis for appointment, but must be followed up with formal classroom training within one year from appointment.

**B. Course Syllabus.** Local training should conform to training specified in the FAAS Team Representative Training course syllabus. The course syllabus helps ensure that all essential material will be covered in a logical sequence. The syllabus is found at [faasafety.gov](http://faasafety.gov) and in the FAAS Team Representative Handbook.

- 1) Effective, well-organized training prepares lead representatives to work independently on program activities/projects, and reduces the amount of supervision required from you.
- 2) The syllabus should allow ample time for questions and discussion. Questions clarify issues and promote a good exchange of ideas.
- 3) You may use guest speakers during training courses. You should ensure that they present pertinent material and adhere to the syllabus and course schedule.

**RESERVED.** Paragraphs 444 through 458.

## Section 2 Procedures.

### 459 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of the Safety Team Representative Manual, FAASTeam representative training course syllabus, faasafety.gov, qualification as an aviation safety inspector (ASI), and appointment as a FAASTeam program manager.

**B. Coordination.** This task may require coordination with the Regional FAASTeam Manager, Service/Office Managers, and guest speakers.

### 460 REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- AC 61-91, Pilot Proficiency Program,
- AC 65-25, Aviation Maintenance Technician Awards Program,
- AC 65-26, Charles Taylor “Master Mechanic” Award,
- Audiovisual equipment manufacturers’ operating manuals,
- Aviation safety forms,
- FAA/FS-I-8700-2, Wright Brothers “Master Pilot” Award,
- Faasafety.gov,
- FAASTeam pamphlets and publications,
- Safety Team Representative Manual, and
- Regional FAASTeam business plan.

#### B. Forms. (Found in Chapter 8).

- Figure 8-1, Letter of Appointment,
- Figure 8-2, Letter of Renewal,
- Figure 8-3, Letter of Cancellation,
- Figure 8-4, FAASTeam Representative Identification (ID) Card, and
- Figure 8-5, Certificate of Appointment.

**C. Job Aids.** FAASTeam Representative Training Course Syllabus (found at faasafety.gov).

### 461 PROCEDURES.

**A. Course Syllabus.** Review the FAASTeam Representative Training Course Syllabus. Update the syllabus to ensure that you have the most current information pertinent to the area of responsibility.

#### B. Schedule Training Session.

- 1) Arrange and confirm the date, time, and location of the training.

- 2) Review online training/history.
- 3) Prepare and assemble all training materials and equipment.
- 4) Request that the regional FAAS Team manager address the group to emphasize the lead representative's role in the overall safety activities of the FAAS Team.
- 5) Coordinate with any guest speakers who will participate.
- 6) Notify all lead representatives of the scheduled training.
- 7) Send lead representatives advance materials.
- 8) Confirm attendance.

**C. Conduct the Training.** Conduct the training according to the FAAS Team Representative Training Course Syllabus.

- 1) Stay on schedule.
- 2) Include ample time for questions and discussion.
- 3) Record attendance in each lead representative's file.
- 4) Authorize lead representatives at faasafety.gov.

**462 TASK OUTCOMES.** The completion of this task results in a well-trained and organized team of lead representatives who are able to accomplish the tasks and responsibilities of the FAAS Team.

**463 FUTURE ACTIVITIES.** Future activities may include providing recurrent training or specialized training on emphasis items.

**RESERVED.** Paragraphs 464 through 478.

## CHAPTER 10 MANAGE/SUPPORT FAASTEAM REPRESENTATIVE ACTIVITIES

### Section 1 Background

**479 ACTIVITIES.** The Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program Manager (you) should promote and facilitate the exchange of information and ideas between FAASTeam members and the aviation community. You should encourage representatives to organize, conduct, and/or participate in FAASTeam events; closely monitor representative's FAASTeam activities; and encourage new ideas and involvement in the program from industry sources and the general public.

**480 OBJECTIVE.** For you to manage representative FAASTeam activities by providing support, guidance, coordination, materials, and equipment.

**481 GENERAL.** You work in concert with all FAASTeam members to accomplish FAASTeam program tasks. You support and oversee the conduct of lead representative's activities. This may be accomplished in person, by telephone, by e-mail, or any combination thereof. You should contact each lead representative as often as necessary, at least once a week, and representatives as occasion warrants. It is essential that you cultivate a close working relationship within your representative structure.

NOTE: It is important to understand that you should not have more than 10 lead representatives to manage as time and resources will not allow adequate monitoring of their activities. For this reason, the same ratio should be maintained between lead representatives and representatives.

**A. Safety Educational Events.** You should provide materials, audiovisual equipment, audiovisual aids, any necessary coordination, administrative support, and production assistance for representatives who organize and/or conduct safety events. You must approve all safety events and notices published on [faasafety.gov](http://faasafety.gov) or printed and mailed by the government. You may participate or arrange to have other inspectors participate in safety events. If an inspector is used, approval must be obtained from their supervisor.

**B. Airman Counseling.** A conscientious and knowledgeable representative can effectively promote safety by conducting informal counseling for airmen. This counseling may be the best way to solve a problem, correct a deficiency, or steer an individual toward safer operating practices. An example of when airmen counseling may be accomplished is after an airman has requested assistance from air traffic control. Counseling may be spontaneously initiated by a representative or requested for an airman by you. You may counsel an airman or refer them to a representative for counseling whenever appropriate. Not all representatives may be qualified to conduct airman counseling or wish to provide this service. You should select appropriate individuals for this task and provide specialized training as necessary. Representatives not selected or trained to perform this service should refer all requests to qualified representatives or you.

**C. Airport/Airspace Safety Actions.** Obstructions on or adjacent to airports, malfunctioning wind direction indicators, unlighted towers, worn airport markings, and errors or omissions on aeronautical charts and other publications are among the many safety concerns that

representatives can address effectively. A representative may elect to initiate action individually, work through an airport safety committee, or bring noted hazards to your attention.

Representatives can also help eliminate safety hazards by encouraging the public to use the FAA Safety Hotline (1-800-255-1111).

- 1) You should assist the representative in any way appropriate to the safety item in question.
- 2) You may request representatives with special expertise to work on specific safety items.

**D. Publicity.** Representatives should establish a good working relationship with the media in their areas. You should rely on representatives to work with local media to publicize safety events and activities.

**E. Awards.** You should encourage representatives to recommend candidates from the aviation community for safety awards. Additionally, representatives should be encouraged to nominate qualified candidates for the FAA Charles Taylor "Master Mechanic," and Wright Brothers Master Pilot awards, and the National General Aviation Awards Program; Aviation Maintenance Technician (AMT)/Avionics Technician/Certificated Flight Instructor (CFI), and FAASTeam Representative of the Year. You should also evaluate activities and promote individual awards for outstanding representatives.

**RESERVED.** Paragraphs 482 through 496.

## Section 2 Procedures

### 497 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of the FAAS Team business plan and Safety Team Representative Manual, qualification as an aviation safety inspector (ASI), and appointment as a FAAS Team program manager.

**B. Coordination.** This task may require coordination with the local service office manager, other ASIs, other FAAS Team members, and local aviation organizations.

### 498 REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- Current FAAS Team Business Plan,
- Current schedule of local FAAS Team events,
- Data mart and other accident/incident information,
- Faasafety.gov,
- Safety Team Representative Manual, and
- SharePoint—representatives and industry members page.

**B. Forms.** Faasafety.gov—user management section.

**C. Job Aids.** None.

### 499 PROCEDURES.

**A. Communicate with Lead Representatives.** Use the method or combination of methods of communication that are most effective for the local area and the number and type of representatives involved. Contact each lead representative at least once a week. Ideas for regular communication may include:

- 1) Issue a newsletter or bulletin for local representatives. Use the publication to keep representatives informed about changing accident/incident trends, new programs, new materials and audiovisual aids, and regulatory or procedural changes.
- 2) Establish personal or telephone contact with lead representatives. Ascertain what activities representatives have planned and what support they will need from you.
- 3) Encourage representatives to visit you during the year or when in the local area.
- 4) Schedule itineraries to include meetings with area lead representative and representatives.

**B. Manage Representative Activities.**

- 1) Schedule periodic meetings. Discuss representative's planned activities in conjunction with the FAAS Team Business Plan. Request representative support for all FAAS Team activities.
- 2) Encourage lead representatives to hold their own safety events in addition to the ones scheduled by you.
- 3) Remind all representatives that regular activity reporting on faasafety.gov is essential to program planning and funding, and is, in part, a measure of their own performance within the FAAS Team. Representatives will complete the representative reports at faasafety.gov to reflect their activity.
- 4) Review representative reports on safety events via e-mails from faasafety.gov and take appropriate action.
- 5) Where there are numerous representatives and/or widely separated areas to manage, establish teams of representatives coordinated by a lead representative.
- 6) Encourage representatives who do not wish to produce and conduct safety seminars to participate in other ways that will benefit the FAAS Team.

**C. Support Representative Activities.** Representative activities will vary appreciably between FAAS Team areas. You should provide direction, guidance, and any logistic support required for individual projects and events.

- 1) When practical, participate in safety events, even if only to be introduced to attendees, and invite them to take advantage of other program activities and services.
- 2) Arrange transport for equipment needed by representatives for program events by the most practical and expedient means.
- 3) Assist representatives in matching available audiovisual presentations to seminar topics for their events.
- 4) Ensure representatives obtain supplies and materials from the FAAS Team National Resource Center.
- 5) Review and correct, if necessary, safety event notifications submitted by lead representatives. Submit reviewed notifications to the regional FAAS Team manager for final approval. You shall monitor the approval process to ensure that the process is completed.
- 6) Assist the representative in securing guest speakers for safety events. Coordinate the participation of area, regional, or national personnel as requested by the representative.
- 7) Ensure that all representatives know how to locate and order safety materials at faasafety.gov and the representative SharePoint site.

8) Organize and implement appropriate follow-up action for airport/airspace safety action items reported by representatives

9) Respond to concerns raised by representatives as a result of their participation in counseling.

10) Encourage representatives to develop new ideas or projects to improve aviation safety. Provide guidance and administrative or logistics support as needed.

**500 TASK OUTCOMES.** The completion of this task results in the management of representatives resources to complete the projected tasks of the FAAS Team Business Plan. You will provide guidance, support, materials, and equipment to area representatives.

**501 FUTURE ACTIVITIES.**

A. Support new representative tasks and programs.

B. Evaluate representative accomplishment of planned tasks for the area program.

C. Evaluate the effects of the representatives' tasks as associated with local accident/incident trends.

D. Modify the Analysis and Justification Report and budget request as necessary.

E. Develop new ideas and program materials through the product development process at the FAAS Team National Resource Center.

**RESERVED.** Paragraphs 502 through 516.

**CHAPTER 11 MAINTAIN FAASTEAM PROGRAM LENDING LIBRARY****Section 1 Background**

**517 OBJECTIVE.** For you to maintain an aviation safety library for airmen and the general public. Successful completion of this task results in maintaining an aviation safety library under the National Resource Center (NRC) materials master list.

**518 GENERAL.** You should coordinate the maintenance of an aviation safety library for airmen and the general public consisting of current aviation safety materials found on the National Resource Center's materials master list. The Lending System is used to track and facilitate the lending of these materials, which is found on [faasafety.gov](http://faasafety.gov). The Lending System will maintain a log that will ensure accountability and tracking of all library assets.

**RESERVED.** Paragraphs 519 through 533.

## Section 2 Procedures

### 534 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of faasafety.gov, the Lending System, National Resource Center procedures and policies for lending assets.

**B. Coordination.** This task may require coordination with field offices, National Resource Center, FAAS Team representatives, and other FAAS Team program managers.

### 535 REFERENCES, FORMS, AND JOB AIDS.

**A. References:**

- Lending System help manual found on faasafety.gov.
- National Resource Center office manual.

**B. Forms.** None.

**C. Job Aids.** None.

### 536 PROCEDURES.

**A. Determine Which Field Offices Should Have a Lending Library.** You should coordinate with field office managers to determine the appropriateness of hosting a lending library at their facility.

- 1) Meet with the field office manager.
- 2) Determine whether adequate staff is available to help check in/out materials.
- 3) Determine whether there is adequate storage space.
- 4) Plan for orientation of field office staff in operation of the Lending System.

**B. Maintain a Current Library List.** Maintain current lending asset list within the Lending System under the National Resource Center materials master list. Refer to the current online version of the faasafety.gov Help Manual for detailed instructions on how to best utilize the features of the Lending System for tracking library assets. (You must be logged in as a FAAS Team program manager or above to access the Lending System.)

- 1) Assure that ONLY the materials found on the National Resource Center materials master list are available.
- 2) Advertise the availability of the Lending System to airmen in your area of responsibility.

**C. Inventory of Each Field Office Lending Library.**

- 1) Download the current National Resource Center materials master list.
- 2) Perform a physical inventory quarterly or more frequently if directed by the regional FAASTeam manager.
- 3) Replace missing or damaged materials as needed.
- 4) Evaluate the need for additional copies due to demand and usage and order as needed.
- 5) Order required materials on the consumables ordering catalogue found on [faasafety.gov](http://faasafety.gov).
- 6) Make necessary adjustments in the Lending System to reflect current availability.

**D. Tracking.** Close this task in FAASTracks by placing Lending Asset System in the priority task field.

**537 TASK OUTCOMES.** The completion of this task results in a well maintained aviation safety library available to airmen and the general public.

**538 FUTURE ACTIVITIES.** None.

**RESERVED.** Paragraphs 539 through 553.

## CHAPTER 12 THE FAASTEAM INDUSTRY MEMBER PROGRAM

### Section 1 Background

#### 554 OBJECTIVE.

A. You will identify and enlist the support of corporations, associations, or groups that have a vested interest in helping the FAAS Team promote a positive aviation safety culture in support of the FAA Administrator's goals and objectives. Documentation of their commitment to aviation safety, in collaboration with the FAAS Team, will be memorialized through a Letter of Understanding. The Letter of Understanding can only be approved by the national or regional FAAS Team managers.

B. In pledging their support, FAAS Team industry members agree to assist the FAAS Team in one or more of the following areas:

- 1) Provide facilities for safety program events.
- 2) Provide company personnel to assist at FAAS Team-sanctioned events.
- 3) Promotion of continuing education to airmen.
- 4) Foster internal and/or external safety awareness programs.
- 5) Support aviation events intended to foster the growth of a positive aviation safety culture.
- 6) Create and/or distribute safety educational materials.
- 7) Provide content for safety educational materials on the faasafety.gov Learning Center.
- 8) Share best practices with other FAAS Team members.
- 9) Perform other cooperative efforts described in the Letter of Understanding.

C. By assisting the FAAS Team program in these areas, industry members will promote an improvement in the aviation safety culture that directly contributes to the reduction of aviation accidents and incidents.

**555 GENERAL.** The establishment of national and regional level industry members will enable the FAAS Team to work collaboratively with the aviation community to address critical safety issues.

A. **Levels.** Industry members may be established on the national and/or regional level.

1) A national industry member is established by the National FAAS Team Manager, AFS-8 (NFM), or the Deputy National FAAS Team Manager, AFS-8A, in coordination with the appropriate regional FAAS Team manager.

2) A regional industry member is established by the regional FAAS Team manager or the assistant regional FAAS Team manager, in coordination with the appropriate FAAS Team program managers.

**B. Eligibility.**

1) National industry members are national organizations, businesses, associations, and industries that support the FAAS Team at the national level.

2) Regional industry members are state aviation departments, local industry or governmental entities, local chapters of national organizations, and businesses that support the FAAS Team at the regional level.

**C. Application.** Prospective FAAS Team industry members should download the FAAS Team industry member application found at [faasafety.gov](http://faasafety.gov) and submit the completed application to the appropriate FAAS Team office.

NOTE: All documents retained by the FAA are subject to Freedom of Information Act (FOIA) requests.

**D. Selection Process.**

1) For national industry members, AFS-8 or his/her designee will review the application based on the merits and any input provided by the regional FAAS Team manager for approval or disapproval. AFS-8 or his/her designee will contact the applicant to request a meeting to discuss the application and the applicant's intentions, which are the basis for the Letter of Understanding.

2) For regional industry members, the regional FAAS Team manager or his/her designee will review the application based on the merits and input you provide. The regional FAAS Team manager or his/her designee will contact you and the applicant requesting a meeting to discuss the application and the applicant's intentions, which are the basis for the Letter of Understanding.

**RESERVED.** Paragraphs 556 through 570.

## Section 2 Procedures

### 571 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** AFS-8 and/or regional FAAS Team manager or their designees.

**B. Coordination.** A national collaboration requires coordination between the prospective industry member and AFS-8. A regional collaboration requires coordination between the prospective industry member and the corresponding regional FAAS Team manager.

### 572 REFERENCES, FORMS, AND JOB AIDS.

**A. References.** None.

**B. Forms.** Application to become an industry member (found on [faasafety.gov](http://faasafety.gov)).

**C. Job Aids.** None.

### 573 PROCEDURES.

#### **A. Solicit Industry Members.**

1) FAAS Team should evaluate what type of industry participation would help promote a positive safety culture within the aviation community.

2) Identify available industry resources.

3) Make contact and encourage participation with the FAAS Team.

#### **B. Review Application.** You will review each application.

1) Check enforcement and accident/incident histories of all candidates where appropriate.

2) Forward the request to your regional FAAS Team manager with appropriate recommendations.

NOTE: Reply to the industry member will be handled by AFS-8 or the regional FAAS Team manager.

**574 TASK OUTCOMES.** The completion of this task results in a completed industry FAAS Team member application being forwarded to the regional FAAS Team manager.

**575 FUTURE ACTIVITIES.** Work with representatives of the newly appointed FAAS Team industry member to accomplish the goals as outlined in the Letter of Understanding.

**RESERVED.** Paragraphs 576 through 590.

## CHAPTER 13 SAFETY MANAGEMENT SYSTEMS

### Section 1 Background

**591 OBJECTIVE.** For you to provide procedural guidance for the design, development, and deployment of safety management systems (SMS) for interested aviation service providers within your geographic area of responsibility.

**592 GENERAL.** The SMS promotes a defined structure and a “learning culture” within an aviation organization that continually seeks and analyzes information, then turns that information into action that eliminates or mitigates safety risks, before they become unwanted events.

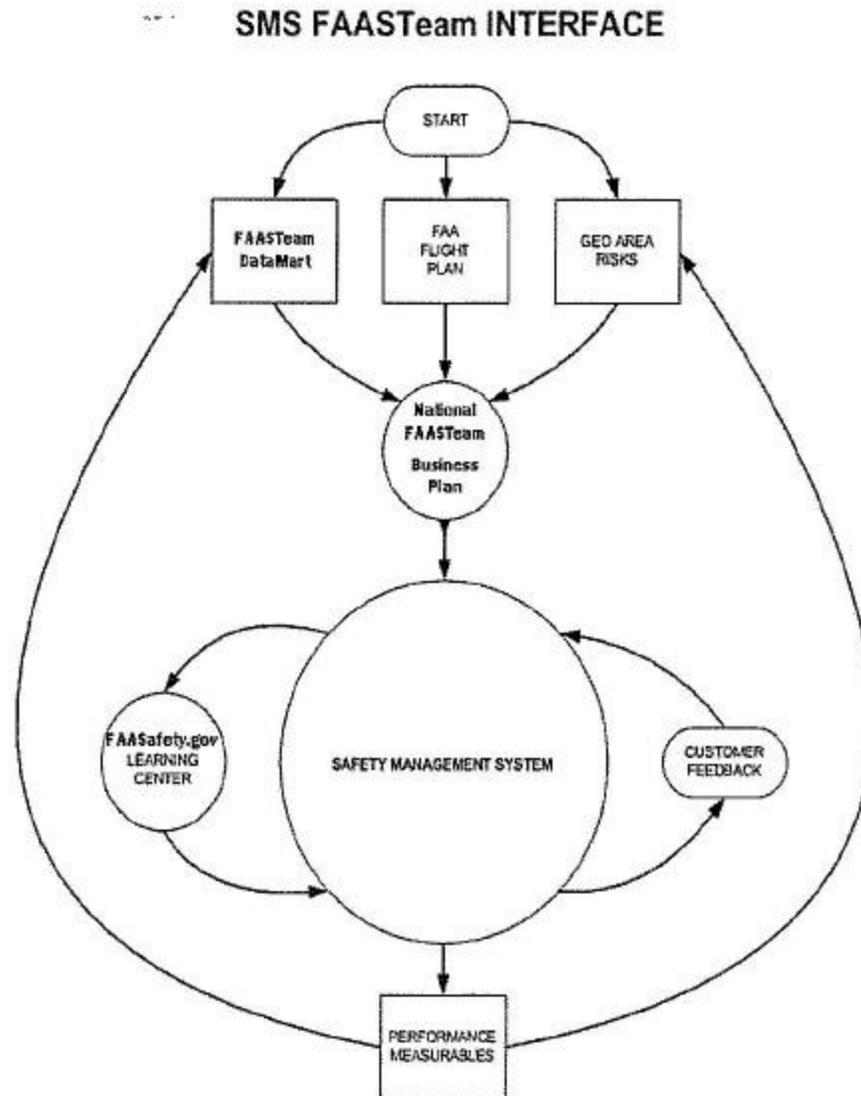
**A.** SMS are organized around four basic building blocks or principles: policy, risk management, safety assurance, and safety promotion.

1) SMS recognize the potential for human error and other inherent unsafe conditions. They create robust design defenses to ensure that safety risks are managed and do not result in incidents or accidents. SMS programs establish open and free communication within an organization where employees have confidence that, while they will be held accountable for their actions, the organization will treat them fairly. An SMS sets the foundation for the practice of “organizational responsibility” for safety and encourages the identification of industry best practices and sharing of risk trends with other aviation service providers and the FAA.

2) SMS are highly encouraged as proactive and collaborative relationships that greatly enhance organizational management effectiveness. An SMS is essentially a quality management approach to controlling risk. It also provides the organizational framework to support a sound safety culture. For general aviation operators, an SMS can form the core of the company’s safety efforts. For certificated operators such as airlines, air taxi operators, aviation training organizations, and repair stations, the SMS can also serve as an efficient means of interfacing with FAA certificate oversight offices. The SMS provides the company’s management with a detailed roadmap for monitoring safety-related processes, and can increase productivity.

**B.** As a result of the 90-day safety review, the FAA initiated a systems approach to safety oversight with Title 14 of the Code of Federal Regulations part 121 certified air carriers. This philosophy was implemented by the Air Transportation Oversight System (ATOS) certificate management office (CMO). This type of oversight was designed for FAA certificate management personnel responsible for large air carrier aviation service providers and can only provide a portion of the necessary protection from the risk experienced by aviation service providers, since the certificate management team cannot directly manage the risks. In an SMS, ATOS would be considered an SMS-Oversight (SMS-O) (see Figure 13-1).

Figure 13-1, SMS Product Interface Within the FAAS Team



C. SMS described in this chapter are designed specifically to be used and managed by the aviation service providers. This type of SMS model, called an SMS-Provider (SMS-P) (see Figure 13-2), is the most effective, since the aviation service provider can manage safety within their own organization. While regulatory compliance is a minimum standard to operate within the global aviation system, it is the duty, if not the responsibility, of all to operate with the highest degree of safety. An SMS-P managed by the aviation service provider is the best means to bridge the gap between regulatory compliance and the highest degree of safety. When used in conjunction with an available SMS-O (ATOS), an aviation service provider will have instituted the highest level of safety protection and production. The adoption of SMS programs will provide the next substantial incremental increase in the level of aviation safety expected of 21st century operations.

D. FAAS Team SMS designs are based upon, and consistent with, the guidance provided in Advisory Circular (AC) 120-92, Introduction to Safety Management Systems for Air

Operators. The adoption of an SMS will be a requirement for all ICAO Air Operators, under Annex 6, after January 2009.

**593 DEPLOYMENT OF SMS PROGRAMS.** You will be responsible for oversight of the deployment of FAASite-developed SMS programs and/or their associated components within their geographic area of responsibility. It may be necessary to collaborate with other FAASite program managers. These responsibilities will include:

- Initial and recurrent SMS training of FAASite representatives, lead representatives and FAASite industry members.
- Integration of SMS programs into FAASite program manager's analysis and justification report.
- Provide SMS continuous improvement feedback to the FAASite management board.
- Production of SMS product annual report statistics for their geographic area of responsibility, if requested.
- Support to aviation service providers in implementing SMS, or associated products.

**RESERVED.** Paragraphs 594 through 608.

## Section 2 Procedures

### 609 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of the FAASTeam SMS program, qualification as an aviation safety inspector (ASI) and appointment as a FAASTeam program manager.

**B. Coordination.** This task may require coordination with administrative staff and other FAASTeam program managers.

### 610 REFERENCES, FORMS, AND JOB AIDS.

#### A. References (current editions).

- FAA AC 120-92.
- SMS Outreach Presentation.

#### B. Forms. SMS Manual Template.

#### C. Job Aids.

- Risk Management Program.
- Safety Assessment Tool.

### 611 PROCEDURES.

**A. Establish Communication with Persons Assigned FAA Oversight Responsibility.** While an SMS can function without the support of the Certificate Management Team (CMT), or other FAA oversight entity, it is in the mutual best interest of all parties to be knowledgeable and actively participate in the exchange of information generated by the SMS.

1) Certificate management teams can key in quickly on their operator's risk trends based on data exported from the SMS-P for more effective surveillance targeting, while providing the company management valuable insight and recommendations for effective risk management plans and controls.

2) An SMS-P will not increase the CMT's workload or interfere with their established relationship. An SMS-P will provide structured procedures and controls for the management of safety within the aviation service provider, and continually seeks to identify and mitigate safety risks in a proactive fashion. The CMT can then focus their surveillance resources on helping the aviation service provider substantiate that their risk controls, or comprehensive fixes, are working.

**B. Establish Communication with Chief Executive Officer.** An SMS is a "top-down" driven program. While it requires acceptance and participation at every level throughout a company, without commitment from the company's senior executive staff, it simply will not succeed. You must establish clear lines of communication and rapport with senior management,

enlisting their active support and participation. This relationship is essential for the remaining steps of an SMS deployment.

**C. Schedule an “SMS Outreach” Presentation.** You and the company CEO will schedule a 2-hour SMS introductory presentation. The “SMS Outreach” presentation includes a short video. The presentation is appropriate for all members of the aviation service provider’s organization, but the company management team’s attendance is crucial. The formal presentation takes approximately an hour, allowing the remaining time to be used for follow-on questions and answers.

NOTE: If the aviation service provider has FAA management oversight assigned, then the SMS Outreach Presentation should be provided to those persons, before scheduling with the service provider management.

**D. SMS Assessment.** When, the SMS outreach presentation is successful, the next step will be to conduct a gap analysis using the SMS Safety Assessment Tool. This is an “on-site” assessment of the company’s current safety culture and procedures.

1) FAAS team members will schedule sufficient time to visit the company personnel at their main base of operations. Based on the complexity of the aviation service provider this assessment may take a day or more. To perform the SMS Gap Analysis, conduct interviews with key personnel from the CEO to line production positions, along with a review of the company’s policies and procedures. The purpose of the assessment is to make a preliminary determination of how much infrastructure already exists within the organization that can be directly applied to the development of the SMS, or could be easily adapted. The assessment will also identify those areas that are currently missing within the company’s safety policies and procedures, and must be addressed in order to complete the SMS-P.

2) A series of fixed questions will be asked and answers recorded on a spreadsheet. The results will be graphed and briefed, in detail and in person, to the company senior management as soon as feasible. From this briefing, a plan of action can be developed to map the most effective way to assist the company in developing and deploying an SMS that will suit their individual and unique needs, requirements, and culture.

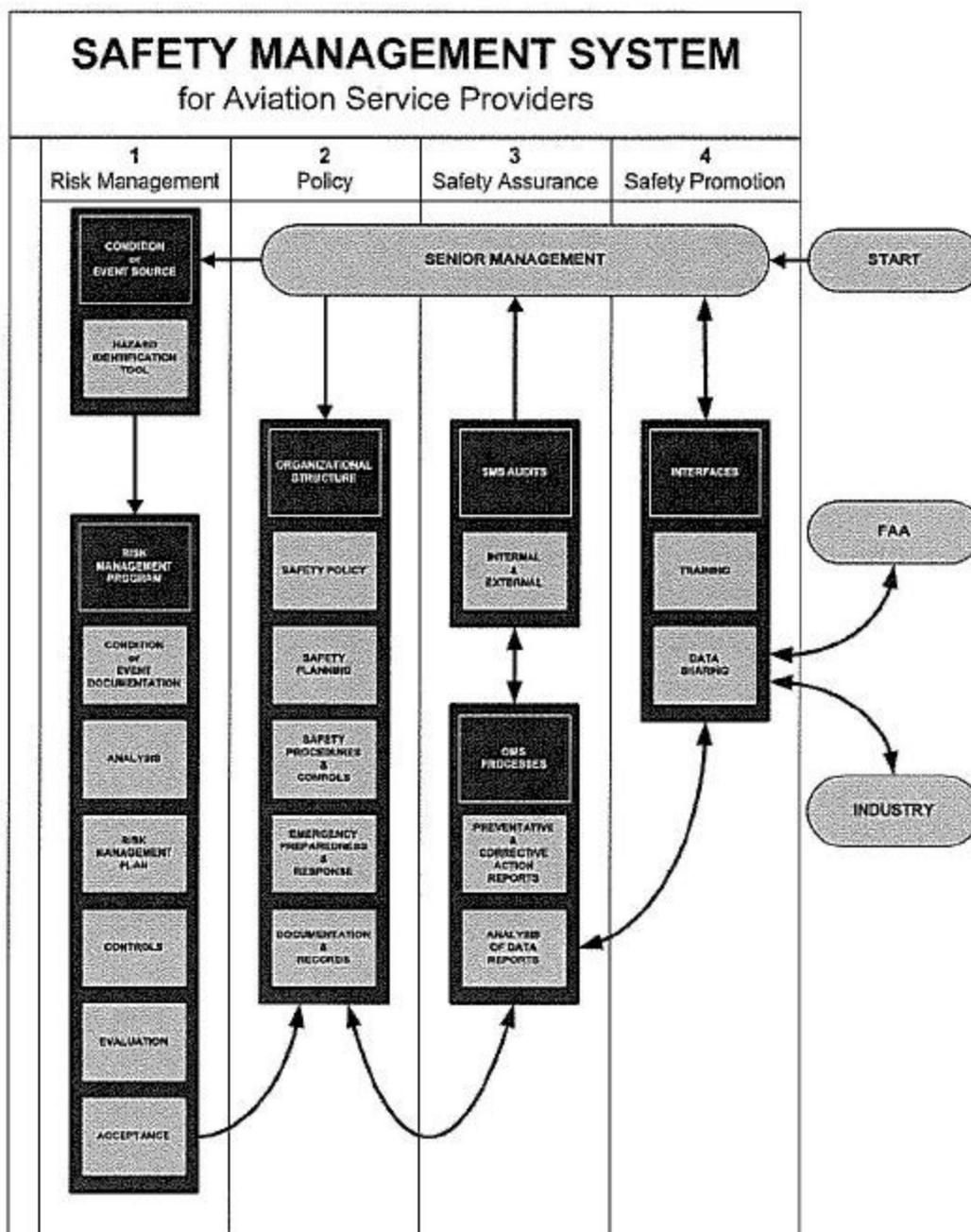
#### **E. FAAS team SMS-P Model.**

1) AC 120-92, appendix 1, describes the basic requirements for a product/service provider’s SMS-P in the air transportation system. These requirements are based upon, and in alignment with:

- International Organization for Standardization, ISO 9000-2000, quality management systems (QMS).
- ISO 14001, environmental management.
- Annex 6 to the Convention on International Civil Aviation (ICAO), Operation of Aircraft.
- ICAO Document 9734, Safety Oversight Manual.
- ICAO Document 9859, ICAO Safety Management Manual.

2) The FAASTeam SMS-P model (see Figure 13-2) is a generic framework for the development of an SMS for any size or type of aviation service provider or product manufacturer. Therefore, companies must be able to exercise flexibility in applying the AC requirements and use their own discretion in order to fit the needs of their unique size and scope of operations. Therefore, the FAASTeam SMS-P model is comprised of large categories or components which are logically grouped for sequential and chronological development.

Figure 13-2, FAASTeam Safety Management Systems-P model



**F. Risk Management Program (RMP).** The most difficult portion of deploying an SMS for an aviation service provider will be the design and implementation of an RMP, especially, for small companies with limited manpower and resources. Therefore, the FAASTeam will provide a turn-key RMP that can be immediately adopted upon request. This turn key RMP is created using Microsoft Office Access, and can be run on most personal computers operating in the Microsoft Windows environment. FAASTeam members will provide on-site instruction in the principles of risk management and the use of the database format.

1) Management and use of the RMP is the heart and soul of the SMS. It is the engine that converts safety information into action. It's logical to begin the SMS development with this component, as it will drive and direct the development of the remaining SMS components.

2) An aviation service provider may elect to develop their own RMP, at their discretion.

**G. Organizational Structure and Safety Manual.** The final step in implementing an SMS is to assist the aviation service provider to document the policies, procedures, and controls that pertain to the SMS requirements outlined in the SMS AC. The FAASTeam SMS-P model will include a "sample" safety manual. This manual will be constructed in a framework format utilizing the major components outlined in the FAASTeam SMS-P model. This will include sample tools, when they have been developed or instructional guidance where the provider must develop unique or proprietary guidance to fit their organizational structure or culture. The safety manual should be drafted with the system safety attributes in mind. Each major section of the manual system should consider and document:

- Management responsibility and authority.
- Detailed procedures (not just policy statements).
- Controls to assure that the procedures are followed.
- Process measurements to verify the quality and appropriateness of the product.
- Interfaces to guarantee each function or process is compatible with another.

**H. Mentoring.** An SMS created by a service provider may take a long time and will most likely be developed in incremental stages. During this time, you and the representatives will mentor and act as subject matter experts for the service provider. The FAASTeam will function as safety culture "consultants" and educators, along with acting as a liaison between FAA oversight personnel and the SMS developer. This mentoring relationship is critical for success of the SMS development and the sharing of mutually beneficial safety information between the FAA and industry.

**I. Training.** FAASTeam personnel used for the development, delivery, and support of SMS products must have received formal FAASTeam program manager indoctrination training, along with a formal on-the-job training curriculum before overseeing SMS product delivery or support.

**612 TASK OUTCOMES.** Completion of this task results in a successful development, deployment, and maintenance of an SMS-P.

**613 FUTURE ACTIVITIES.** Continue to support industry in their deployment and management of internal SMS.

**RESERVED.** Paragraphs 614 through 628.

## CHAPTER 14 OBTAINING SUPPORT FROM THE FAA SAFETY TEAM NATIONAL RESOURCE CENTER

### Section 1 Background

**629 ACTIVITY.** The FAASafety program manager (you) will use the procedures established by the National Resource Center to obtain materials, equipment, and to facilitate development of new products to accomplish assigned tasks as outlined in the regional business plan.

**630 OBJECTIVE.** For you to successfully develop, order, and disseminate materials and equipment using the established procedures of the National Resource Center.

**A.** The National Resource Center services include audio/video productions, research and development of new products, broadcast facilities, and a meeting and convention venue in central Florida. The National Resource Center supports you by functioning as the focal point for national and international distribution of FAASafety safety materials and equipment. The National Resource Center is also responsible for managing and coordinating the development of all new FAASafety safety materials, publications, including those found in the learning center on [faasafety.gov](http://faasafety.gov).

**B.** You must follow established National Resource Center procedures in the following areas:

- Awards certificate and pins fulfillment,
- Broadcast facilities-available for special projects on request,
- External products development and production,
- External publication ordering and distribution (i.e., AOPA seminars in a box),
- [Faasafety.gov](http://faasafety.gov) Learning Center course material development,
- Issuing of equipment to FAASafety representatives,
- Multimedia product development,
- Multimedia product distribution,
- Printed publication ordering and dissemination,
- Quality assurance and branding of all national FAASafety products,
- Special emphasis/project meeting facility, and
- Training materials for FAASafety members.

**RESERVED.** Paragraphs 631 through 645.

## Section 2 Procedures

### 646 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This activity requires knowledge of the current business plan, faasafety.gov systems, general knowledge of techniques, materials, and appointment as a FAAS Team program manager.

**B. Coordination.** This activity requires coordination with the National Resource Center, regional FAAS Team manager, and may require coordination with other FAAS Team members.

### 647 REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- Current FAAS Team Business Plan,
- Faasafety.gov user's manual,
- FAAS Team materials,
- Data from the National Aviation Safety Information Analysis and Sharing (ASIAS) Safety Performance Analysis System (SPAS), Analysis for FSAS/TAP (FTAP); and information from related databases and research,
- FAAS Team Product Application Form (See Figure 14-1), and
- FAA plain language information website  
[http://employees.faa.gov/worktools/plain\\_language/](http://employees.faa.gov/worktools/plain_language/).

**B. Forms.** Request for FAAS Team Products (See Figure 14-1).

**C. Job Aids.** Figure 14-2, Flowchart for Submission of Product ideas.

**Figure 14-1, FAAS Team Product Application Form**

**Directions:** Complete the electronic form. Fill out all areas blocked in white. Shaded areas are for internal use only.

| Date | Requestor's Name | E-Mail | Telephone Number |
|------|------------------|--------|------------------|
|      |                  |        |                  |

#### Product Name and Description:

|  |
|--|
|  |
|--|

#### Media:

| DVD | CD | Video | P-Pamphlet | PPT | E-Based | Other? |
|-----|----|-------|------------|-----|---------|--------|
|     |    |       |            |     |         |        |

Description:

(Include supporting statistics, hazards identified airmen targeted, and how this product will help to manage the risk.)

**Figure 14-1, FAAS Team Product Application Form—Continued**

|  |
|--|
|  |
|--|

**Justification:**

(State FAA goal targeted and how the new product relates to FAA goals and objectives.)

|  |
|--|
|  |
|--|

**Funding by:**

|  |
|--|
|  |
|--|

**Industry Partners:**

|  |
|--|
|  |
|--|

Reviewed and Forwarded

lead representative Name

Date

Reviewed and Forwarded

FPM Name

Date

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|--|--|--|--|--|

Reviewed and Forwarded

IFM Name

Date

Reviewed and Forwarded

FPM Name

Date

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NRC Committee Chairperson

Recommendation

Date

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|  |  |  |  |
|--|--|--|--|

National FAAS Team Manager

Concur /Non Concur

Date

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

| Costs                      | Projected | Actual | Notes |
|----------------------------|-----------|--------|-------|
| <b>Cost of Development</b> | \$        | \$     |       |
| <b>Cost of Duplication</b> | \$        | \$     |       |
| <b>Cost of Delivery</b>    | \$        | \$     |       |
| <b>Cost Ongoing</b>        | \$        | \$     |       |
| <b>Total Costs</b>         | \$        | \$     |       |

Start Date

Milestone  
Date

Milestone Date

Milestone  
Date

Completed Date

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|--|--|--|--|--|

**Evaluation of Results**

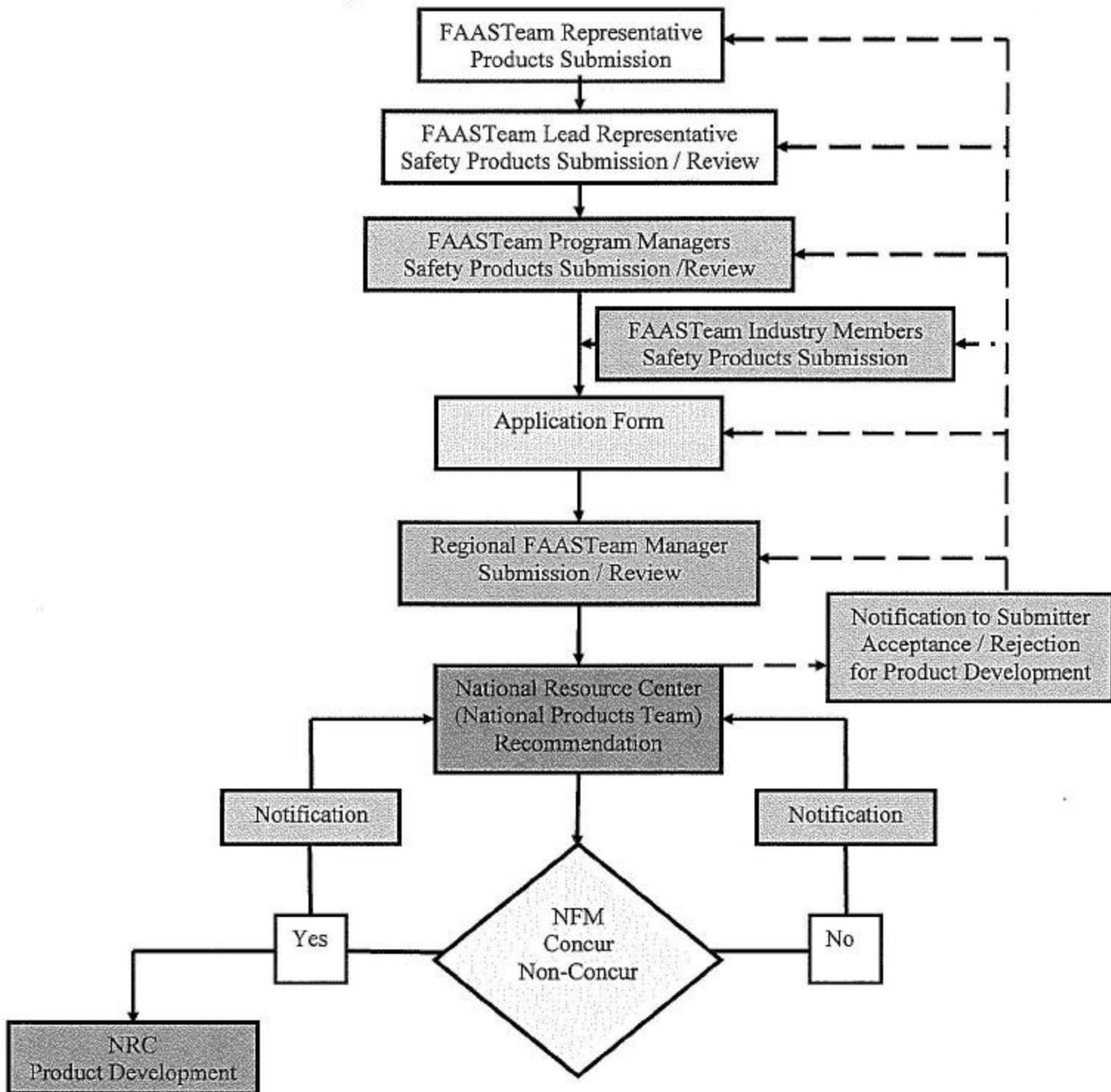
|  |
|--|
|  |
|--|

FAA-SP-Tracking Number

|  |
|--|
|  |
|--|

Request/Application for Products 3.5

Figure 14-2, Chart for Submission of Safety Products



**648 PROCEDURES.**

**A. Using the Faasafety.gov Consumables Tool.** You will follow the online procedures to order the products listed below.

- Awards' certificate and pins fulfillment.
- External publication ordering and distribution (i.e., AOPA seminars in a box).
- Printed publication ordering and dissemination.
- Multimedia product distribution.

**B. Using the Faasafety.gov Learning Center System.** You will follow the learning center online procedures to develop new online course materials,.

**C. Using the Faasafety.gov Lendable Asset System.** You will follow the online procedures when using the Lendable Asset System.

**D. Issuing Equipment to FAAS Team Representatives.** Use the Lending System on faasafety.gov to loan out equipment and to keep track of who has it.

**E. Using the FAAS Team Product Application.**

1) FAAS Team program managers, industry members, and representatives may make suggestions for new FAAS Team products.

2) Submit FAAS Team product ideas through the FAAS Team product application form.

3) Submit the application to the National Products Team through the regional FAAS Team manager, (FAAS Team industry members submit application forms directly to the regional FAAS Team manager).

4) The National FAAS Team Manager, AFS-8, based on the National Product Team's recommendations will:

- a) Concur, product will be developed based on availability of resources.
- b) Non concur, product idea will be returned to National Product Team.
  - National Product Team works with the submitter to revise submission.
  - National Product Team informs the submitter that product will not be developed at this time as a national FAAS Team product.

**649 TASK OUTCOMES.** Understand how the National Resource Center will support your tasks.

- By developing safety material, publications, and productions.
- By distributing FAAS Team products, nationally and internationally.
- By managing faasafety.gov systems and tools.

**650 FUTURE ACTIVITIES.** Future activities may include initiating the development of additional new presentations, publications, or programs and providing direction in adapting those products for national and international distribution.

**RESERVED.** Paragraphs 651 through 665.

## CHAPTER 15 REGIONAL FAASTEAM MARKETING

### Section 1 Background

**666 OBJECTIVE.** This chapter provides guidance for planning the long-term management functions associated with the coordination and direction of marketing the Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program aviation events that occur within regional and/or assigned area of responsibility.

**667 GENERAL.** Aviation events in regional areas may be annual or one-time events that involve extensive coordination between FAA participants, other agencies, FAASTeam industry members, and national aviation organizations. Ongoing planning and coordination for the event may continue throughout the year. The FAA may co-sponsor the event or be a major participant in an event.

#### **668 RESPONSIBILITIES.**

- Market faasafety.gov by encouraging participation and registration,
- Market FAASTeam products (DVDs, pamphlets, risk management tools),
- Market safety management systems, and
- Market the FAASTeam to industry and airmen,
- Solicit industry and individual volunteers to participate with the FAASTeam.

**RESERVED.** Paragraphs 669 through 683.

## Section 2 Procedures

### 684 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of aviation industry, aviation organizations, and qualification and appointment as a FAAS Team program manager.

**B. Coordination.** This task requires coordination with the regional FAAS Team manager. Coordination may be required with local service/office managers, FAAS Team representatives, FAAS Team program managers, other Federal agencies, aviation industry organizations, publication editors, guest speakers, sponsors, facility managers, and news media.

### 685 REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- Event information from prior years.
- National FAA Safety Team exhibit guidance.
- Regional FAAS Team business plan.

#### B. Forms. None.

#### C. Job Aids. FAAS Team Event Manual-Event Check List.

### 686 PROCEDURES.

#### A. You Will:

- 1) Review the FAAS Team Event Manual for guidance.
- 2) Coordinate with the event organizer for FAAS Team participation.
- 3) Coordinate attendance of special FAA or industry VIPs through the regional FAAS Team manager.
- 4) Develop a clear marketing message based on the regional FAAS Team business plan and, when appropriate, customize that message for the audience attending a particular event. Other appropriate messages may be developed based on the geographic/demographic complexity and accident/incident data. Coordinate with the regional FAAS Team manager for assistance and guidance.

#### B. Publicity.

- 1) Determine what type of publicity is needed to adequately publicize FAAS Team participation.
- 2) Ensure that all news releases and event announcements are coordinated through public affairs before being promoted, contact organizations that publish magazines or newsletters

in a timely manner to comply with publication deadlines in advance of the event, and coordinate with the regional Public Affairs Officer through the regional FAAS Team manager.

3) Ensure that the event is posted on faasafety.gov with dissemination appropriate to the size and scope of the event.

**C. FAAS Team Areas or Exhibits, When Used, Should:**

- Be clean and project a professional image,
- Ensure that the message is clearly stated, and
- For guidance contact the FAAS Team Communications and Statistics Manager, AFS-8B (see chapter 1, paragraph 25D).

**D. Select Appropriate FAAS Team Members Who:**

1) Possess the skill sets necessary to encourage event attendees to join with the FAAS Team in promoting aviation safety.

2) Represent the FAA in a professional manner.

- Appearance.
- Appropriate FAAS Team attire.
- Conduct.

3) Manage the event or designate an appropriate FAAS Team representative who will be responsible for the successful participation of the FAAS Team.

**E. Close Event in SPANS and FAAS Tracks.** Ensure that attendance and event costs are recorded in SPANS and FAAS Tracks within 7 days after completing each event. For a recurring event, it would also be helpful to capture each SPANS event as a template for future use.

**687 TASK OUTCOMES.** The successful completion of this activity results in the delivery of the planned FAAS Team marketing message.

**688 FUTURE ACTIVITIES.**

**A. Evaluate Tasks.** Evaluate the effectiveness of current events and tasks.

**B. Modify Events.** If indicated, modify plans for future events.

**RESERVED.** Paragraphs 689 through 703.

## CHAPTER 16 THE FAA SAFETY TEAM COLLABORATION WITH OTHER SERVICES/OFFICES

### Section 1 Background

**704 OBJECTIVE.** To prepare the FAAS Team program manager (you) for successful collaboration with other services/offices within the FAA to include, but not be limited to, Flight Standards District Offices (FSDO), air traffic organizations, airports, and local runway safety program offices. This task promotes a coordination effort to complete regional performance plan objectives and enhances the ability of the FAAS Team to help the Administrator accomplish the national goals and objectives.

**705 GENERAL.** You will interface with FSDOs, air traffic organizations, airports, and runway safety program offices to accomplish the national activities and FAAS Team Management Board subactivities. Based on the overall analytical review, you will develop the tasks to obtain measurable objectives tied to the subactivities. These measurable objectives will justify the request for funding necessary to accomplish the Administrator's national goals and objectives.

**706 COLLABORATION.** You will establish communications and a working relationship with other services/offices. You should hold meetings as necessary with the management teams of appropriate services/offices and discuss the established FAAS Team emphasis items, the other offices' identified safety issues, and how you can all work together to reach your common safety goals.

**A.** You will prepare for the meeting by compiling all available safety information and data for the identified subject and geographic area. You will also consider the identified safety concerns from the FSDO management team. This information may include airman counts, local accident trends, risk trends identified by the team members, types of operations, operational goals/objectives, operational errors, historical trends, etc.

**B.** You will prepare a meeting agenda that includes the following:

- 1) An explanation of each team member's safety objectives.
- 2) A review of the safety information prepared by each team member represented.
- 3) A brainstorming session on tasks that the team can do to meet common goals.
- 4) Development of a list of tasks to be accomplished and assignment of Task Criticality Rating.
- 5) Coordination of funding to accomplish tasks.
- 6) Creation of a time line for task accomplishments.
- 7) Scheduling of additional meetings to review results and adjust tasks based on unforeseen developments.

**C.** You will coordinate the identified tasks that emerge from the meetings with FSDOs in your area of responsibility with the regional FAAS Team manager, and obtain approval from the Division Manager. The result will form the basis of the regional FAAS Team business plan. Additionally, this will allow coordination of resources and programs that may be directed at the services/offices.

**D.** You will work in collaboration with the FSDO management team to review all accidents, incidents, and Enforcement Investigation Report (EIR) occurrences and determine findings. You and the FSDO management team will review Aviation Safety Information Analysis and Sharing (ASIAS) in addition to surveillance indicators to determine areas of risks associated to safety risk. Further review with team members will determine corrective actions needed to develop action items that result in measurable objectives.

**E.** You will provide a briefing paper, which will include the results of the meeting and the tasks developed, to the regional FAAS Team manager and the appropriate service/office manager. The paper will identify action items that the FSDO has agreed to perform. The briefing paper tasks will form the FAAS Team Analysis and Justification Report, which will be incorporated into the regional FAAS Team business plan. You will enter the tasks into FAAS Tracks and monitor them. Upon completion of each task you will notify the appropriate service/office manager that the task is complete.

**RESERVED.** Paragraphs 707 through 721.

## Section 2 Procedures

### 722 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of the FAA Flight Plan, national goals and objectives, national activities, FAAS Team management board sub activities, field office concerns, and team member input.

**B. Coordination.** This task requires coordination with the regional FAAS Team manager, other FAAS Team program managers, service/offices, and FAAS Team members.

### 723 REFERENCES, FORMS, AND JOB AIDS.

#### A. References:

- 1) FAA Flight Plan.
- 2) FAAS Team National Program Guidelines.
- 3) FAAS Team Regional Program Guidelines.
- 4) FAAS Team Analytical Resource System.
  - a) FAAS Team SharePoint.
  - b) ASIAs.
  - c) FAAS Team Equipment Directory Tool.
  - d) FAAS Team Members and Facilities Directory.
  - e) FAAS Team Tracking System (FAAS Tracks).
  - f) FAAS Team Information Lending Library Tool.
- 5) Enforcement Investigation Reports.
- 6) Service Difficulty Reports.
- 7) Remedial training reports.
- 8) Flight assist reports.
- 9) Faasafety.gov.
- 10) Safety Program Airman Notification System (SPANS).

**B. Forms.** None.

**C. Job Aids.** FAASTracks.

**724 PROCEDURES.** Analyze charts received from ASIAs. Identify any trends indicating potential safety issues.

**A.** Meet with FSDOs to identify any safety concerns identified as part of their surveillance and inspection activities. Work with them to identify likely causal factors if the factors are not already identified and get their input on potential ways to mitigate the safety concerns.

**B.** Meet with your FAAS Team members to identify any safety concerns they may be aware of. Get their input on possible causes and solutions.

**C.** Compile all input (charts, field offices, team members) and identify similarities and differences. Based on this analysis, prioritize causal factors for mitigation of risks.

**D.** Prepare the FAAS Team Analysis and Justification Report for submission to the regional FAAS Team manager.

**E.** The charts will be based on operations specialty or maintenance specialty for their area of responsibility.

**725 TASK OUTCOMES.** The successful completion of this task results in a comprehensive list of tasks that will eliminate or mitigate the identified risks associated with:

- CFR Violations.
- Pilot Deviations.
- Accidents.
- Incidents.
- Occurrences.
- Runway Incursions.
- Service Difficulties.
- Inspector Findings.

**726 FUTURE ACTIVITIES.** Continuously review the safety analysis data and assure the selected tasks are having the desired effect. Undesirable effects may require you to adjust/add/remove tasks to obtain the desired measurable objectives.

**RESERVED.** Paragraphs 727 through 741.

## CHAPTER 17 SUPPORT INDUSTRY AVIATION SAFETY PROGRAM

### Section 1 Background

**742 OBJECTIVE.** This task prepares the Federal Aviation Administration (FAA) Safety Team (FAASTeam) program manager (you) to support air agencies, air operators, air carriers, corporate operators, and other industry groups in establishing and/or maintaining internal safety programs. This task promotes a coordinated effort for effective completion of the regional performance plan objectives and enhances the ability of the FAASTeam to help the Administrator accomplish the national goals and objectives.

**743 GENERAL.** You will assist organizations through evaluation of the analysis of data. Through these evaluations, you will be able to recommend FAASTeam or industry safety products.

**744 COLLABORATION.** You will establish communications and a working relationship with air agencies, air operators, air carriers, corporate operators, and other industry groups. You should hold meetings as needed to facilitate or enhance a positive safety culture.

**A.** You will prepare for the meeting by compiling all available safety information and data for the identified subject and geographic area, and identified organization safety concerns. This information may include airman counts, local accident trends, risk trends identified by the team members, types of operations, operational goals/objectives, operational errors, historical trends, etc.

**B.** You will prepare a meeting agenda that includes the following:

- An explanation of FAASTeam goals and objectives,
- FAASTeam review of analysis of data/FAASTeam Analysis and Justification Report,
- A brainstorming session on action items that the team members can accomplish to meet the stated goals and objectives,
- Creation of a time line for action items accomplishments, and
- Scheduling of additional meetings to review results and adjust action items based on unforeseen developments.

**C.** You will coordinate the identified action items that emerge from the meetings with Flight Standards field offices in your area of responsibility with the regional FAASTeam manager.

**D.** Further review with team members will determine corrective actions needed for developing action items that result in measurable objectives.

**E.** You will provide a briefing paper, that includes the results of the meeting, the action items for each team member to complete, and the tasks you develop, to the regional FAASTeam manager and the appropriate service/office manager.

F. Based on the appropriate actions, these established new task(s) will be defined with a task criticality rating. Upon approval by the regional FAAS Team manager, you will enter these tasks into FAAS Tracks.

G. Upon completion of the tasks, you will notify the appropriate service/office manager.

**745 PURPOSE.** Your participation in this program is to encourage and maintain safety awareness among aviation industry organizations in their daily operations. You will promote an exchange of information and ideas between the FAA and industry, encouraging industry safety officers' participation in organizing and participating on safety committees and quarterly safety meetings. This will encourage new ideas and involvement in the safety program from diverse sources.

**RESERVED.** Paragraphs 746 through 760.

## Section 2 Procedures

### 761 PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS). 19XX, 29XX.

NOTE: See the National FAAS Team SharePoint site for more information.

### 762 PREREQUISITES AND COORDINATION REQUIREMENTS.

**A. Prerequisites.** This task requires knowledge of the particular operator's safety requirements, the FAAS Team regional business plan, qualification as an aviation safety inspector (ASI), and appointment as a FAAS Team program manager.

**B. Coordination.** This task requires coordination with Flight Standards District Office (FSDO) managers, applicable principal inspectors (PI), and the organizational safety officer of the industry entities requesting support.

### 763 REFERENCES, FORMS, AND JOB AIDS. None.

### 764 PROCEDURES.

**A. PTRS.** Open PTRS file.

**B. Communicate with Safety Officers.** Use the method or combination of methods of communication that are most effective for the type of organization/company and number of safety officers involved. Contact the safety officers as required. Quarterly contact is recommended as a minimum.

1) Establish contact with the organization/company safety officer in person or by telephone. During initial meetings determine the type of support that you can provide and review periodically.

2) Schedule itineraries to include meetings with safety officers and organization management whenever possible. Always inform and include the responsible PIs in your activities.

3) Establish identified points of contact within the organization/company who could serve as FAAS Team representatives.

**C. Support Safety Officer Activities.** Industry safety officer activities will vary widely between FAAS Team, FSDOs, and regions depending on the type and size of the certificate-holding organization. You should provide as much assistance, guidance, direction, and support functions as required and approved by the office manager (See Figure 17-1). When practical, you should participate in special safety seminars and/or events, which will promote cooperation and foster safer operations (i.e., promote Aviation Maintenance Technician (AMT) Awards program, human factors, crew resource management, etc.).

**D. PTRS.** Close PTRS file.

**765 TASK OUTCOMES.** The successful completion of this task will result in the ability of the FSDO to have a closer tie with industry and a positive industry/FAASTeam program.

**766 FUTURE ACTIVITIES.** Develop new programs based on ideas, input, and technical assistance provided by the organizations that you support.

**Figure 17-1, Elements to be Considered in a Workable Operator's Safety Program**

|                   |  |
|-------------------|--|
| <b>People</b>     | <b>Timely reporting without reprisal</b>           |
| <b>Equipment</b>  | <b>Procedure for corrective action</b>             |
| <b>Facilities</b> | <b>An active aviation safety education program</b> |

**Safety Officer:** A company safety officer should be appointed except when it is not organizationally feasible. The safety officer will be appointed by company management and report directly to the chief executive officer. The individual must be fully qualified, have the ability to communicate effectively, and possess strong interpersonal skills.

**Safety Committee:** An effective means of implementing a good organizational safety program is through establishing a safety committee. Membership should include representatives from all operating units within the organization. The safety committee should be chaired by an individual, other than the safety officer, with experience and knowledge of the operating requirements of the organization. At a minimum, the committee should meet quarterly. Special meetings regarding urgent matters should be conducted as required. The responsibilities of the committee should be to monitor all areas of the organization, identify safety concerns and deficiencies, and recommend corrective measures to management as applicable. Minutes of the meetings should include a record of agenda items, decisions, and corrective actions recommended and taken.

**Reporting Unsafe Conditions:** The organization must develop procedures to provide employees with a timely means of reporting unsafe conditions. The safety officer will institute and maintain an accident and incident reporting system. The system should provide feedback to all employees about corrective action taken. Under no circumstances should the information gathered to enhance safety and personal welfare be used for punitive action.

**Safety Improvement:** The organization should develop procedures for soliciting and processing aviation safety improvement suggestions, identifying deficiencies, and soliciting suggestions and recommendations for corrective action.

**Communicating Safety Concerns:** The organization should develop an efficient system for its employees to communicate safety concerns. Tools for accomplishing this objective are the quarterly safety meeting, monthly safety checks of facilities and equipment, and continuous employee education. Evaluating the strengths and/or weaknesses of these safety program activities may be accomplished by periodic training and testing of employees and observing actual performance.

**Emergency Response Plan:** The organization will develop an effective emergency response plan in the event of an accident or incident.

**Internal Evaluation:** An internal evaluation program must be developed which is tailored to the specific organization and should provide procedures to identify and resolve safety related issues.

**Periodic Review:** The safety officer will review the program periodically to initiate necessary revisions.

**RESERVED.** Paragraphs 767 through 781.