



SASO – System Approach for Safety Oversight

Managing Change: A Key Component of Improving Safety Oversight

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Achieving the System Approach for Safety Oversight (SASO) Program’s primary objective—transforming the Flight Standards Service and the aviation industry to a national standard of system safety—will require many changes to the AFS oversight strategy and approach. These changes include improving the effectiveness of certification and surveillance processes, and implementing enhancements to the AFS information technology support infrastructure. A key component of the overall SASO effort is to effectively manage these changes and ensure their efficient incorporation into the daily AFS work environment.

In conjunction with AFS-900, the SASO Program Office is currently providing change management support to the implementation of the next version of the Air Transportation Oversight System: ATOS 1.2. This effort, to be completed by the end of December 2007, expands the use of the risk-based ATOS program to all CFR part 121 oversight. As part of its support, the SASO team has identified two critical areas for change management focus—Management “Buy In” and Better Communications—as being key to the successful implementation of ATOS 1.2. The

SASO team has developed and is implementing strategies to specifically address these two areas, and reduce risks during the ATOS 1.2 transition period.

One aspect of these change management strategies will be the initial evaluation of the updated ATOS procedures, software application and transition processes to be conducted at three key sites: the United Airlines Certificate Management Office (San Francisco and Denver), and the Colgan Air (Dulles) and Aerodynamics (Detroit) Certificate Management Teams. This evaluation, scheduled from April to June 2007, will allow the assessment of training, communications outreach, and management support, as well as the ATOS 1.2 processes, and enable the incorporation of necessary enhancements or improvements prior to the full ATOS 1.2 rollout at the end of the year. This will ensure the smoothest transition during this critical period.

“SASO is about managing change effectively,” observes Dennis Niemeier, SASO Program Manager. “We want to start the process early by helping to prepare stakeholders and making the ATOS 1.2 transition a positive experience.”