



## Hot Topics

### **New SASO Safety Promotion Outreach Team (SPOT) :**

SASO SPOT will promote safety by briefing AFS field office and headquarters employees on SMS beginning Spring 2009. Check out the SASO website for more information.

[www.faa.gov/safety/programs\\_initiatives/oversight/saso/](http://www.faa.gov/safety/programs_initiatives/oversight/saso/)

## Acronym Quick Reference

**AVS**  
Aviation Safety Service

**AFS**  
Flight Standards Service

**SMS**  
Safety Management System



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## SPOT – SASO’s New Safety Promotion Outreach Team

As evident by today’s extremely low accident rate, the FAA’s traditional approach to aviation safety has been very successful thus far. However, if we want to improve our record from the current level, we’ll need a more proactive approach to keep making safety progress. Implementing a Safety Management System (SMS) will create a positive culture of prevention that actively promotes safety in all business activities. An SMS approach reduces risk by controlling processes to identify and prevent problems before they start, instead of problem-solving after an accident.

AFS offices are collaborating to prepare both the workforce and industry for SMS: as the SMS PO and FAASite focus on preparing industry, the System Approach for Safety Oversight (SASO) Program

Office (AFS-30) focuses on preparing the AFS workforce. To support employees through this cultural shift, the SASO PO has established a new Safety Promotion Outreach Team (SPOT) to help lead and implement change management and communication activities. In FY2009, the SASO PO will deploy this new team to give and gather information from the field and headquarters about SMS. While the SASO PO communicates with leadership, SPOT will communicate with field management and personnel. Similar to previous activities of the former SASO Outreach Team, SPOT will promote safety by briefing AFS field offices and headquarters on SMS beginning Spring 2009.

Thank you to everyone that applied to join this new group. In our March newsletter, we will introduce the selected SASO SPOT volunteers.

## Program Office Message

### **Estrella Gonzales** **Change Management Lead**

To reflect the SASO Program Office’s greater focus on Safety Management System, we concluded the SASO Outreach Team in September 2008 and began forming the new Safety Promotion Outreach Team. I want to recognize the members of the former SASO Outreach Team for their impressive commitment and invaluable help in the past few years. Thank you for generously volunteering time to support your colleagues, serve the public, and help make our already successful aviation system even better.

Thanks to former SASO Outreach Team members: Steve Albert, Kevin Alexander, Christopher Beaudoin, David Binder, Sheryl Bodron, James Brannon, Steve Buckner, Richard Buhl, Jim Creider, Steve Dahlen, Kim Davies, Ross Demmel, Ross Elmore, Rick Gorry, Glenn Hamilton, Willie Heredia, Robert Jaffe, Mark Kimmel, Gretchen Manning, Larry Magnifico, Timothy Mason, William Missal, Dennis Noll, Dudley Oatman, Randall Ottinger, Jerry Pendzick, Joel Pettus, Jesse Pruneda, Bob Resling, Kimberly Riske, Aaron Robinson, JD Schwab, Scott Strickland, Kathy Thomas, Walter Tidmore, Laurey Trailer, and Susan Wood-Butorac.

# SASO Updates

## SASO PO Wins Three MarCom Awards

The SASO PO recently received three prestigious honors for change management work products. Administered and judged by the Association of Marketing and Communication Professionals, MarCom Awards is an international competition for professionals involved in the concept, writing and design of marketing and communication programs and print, visual and audio materials. The MarCom awards competition has grown to one of the world's largest of its kind with individual communicators, media conglomerates, and Fortune 500 companies as entrants.

### *SASO's award-winning products:*

**Platinum award:** Part 121 ATOS 1.2 Full Scale Implementation Assessment Final Report (Research/Study Category)

**Gold Award:** Management Tip Cards (Marketing/Promotion Campaign Category)

**Gold Award:** Aviation Flight Standards Service (AFS) Managers' Conference Materials (Marketing/Promotional Category)

## Future State Update

In November 2008, the SASO PO began working on the future state design of safety oversight for Parts 121, 135, and 145. The design will focus on developing a Safety Assurance System (SAS) for Flight Standards Service (AFS). The SAS will include people, processes, and technology to help ensure that certificate holders operate safely and manage safety to the highest degree possible. The SAS will fulfill AFS's Safety Assurance component of AVS's Safety Management System (SMS). Over the next year, the SASO PO will convene multiple workgroups of diverse AFS field and headquarters representatives to collaboratively design the future state of safety oversight for Parts 121, 135, and 145 to fulfill the intent of the SAS functional requirements.

## SASO PO Developing Leadership Resources for Managers

During the August 2008 AFS Manager's Conference, the SASO Program Office (PO) distributed a questionnaire to all Headquarters, regional, and field office managers in attendance.

The questionnaire was intended to measure:

- Managers' ability and commitment to lead and manage change
- Managers' SMS knowledge

Some of the questionnaire results included:

- A majority of managers across AFS understand their role as change leaders and are willing to support the workforce through change
- However, not quite as many managers believe they have the management tools required to effectively perform as change leaders

In addition, SASO PO assessments conducted in recent years suggest that the workforce does not receive the required support from managers during change initiatives. As a result of this data, the SASO PO is developing resources for managers to support their efforts in leading and managing change associated with AFS's development of the Safety Assurance System (SAS). The SASO PO will provide more information on this initiative as it is available.

## Acronym Quick Reference

### AFS

Flight Standards Service

### AVS

Aviation Safety Service

### MarCom

Association of Marketing and Communication Professionals

### SAS

Safety Assurance System

### SMS

Safety Management System

# SASO Updates

## ***New ATOS 1.2 Interactive Training Courses in Development.***

In July, the SASO PO completed the Air Transportation Oversight System (ATOS) 1.2 Full Scale Implementation Assessment (FSIA), which evaluated the AFS workforce's transition to ATOS 1.2. The assessment generated several conclusions and recommendations and SASO PO is collaborating with other offices and field personnel to address them.

One assessment conclusion indicated that ATOS training could be improved. In response to this conclusion, AFS-500, AFS-900, field representative subject matter experts, and AFS-30 are collaboratively developing two interactive ATOS 1.2 training courses for newly hired Aviation Safety Inspectors, transitioning General Aviation Inspectors, and newly promoted Principal Inspectors and Frontline Managers. These instructor-led courses will focus on policy guidance, business processes, and hands-on practice in automation through a blend of instructor lecture, guided discussions, individual and group exercises, and multimedia. The first offering of these courses at the FAA Academy in Oklahoma City is planned for Spring, 2009. AFS-500's Bart Robey serves as Project Manager and AFS-900's Christine Jordan as Course Mentor.

For the full FSIA report, please visit:  
<https://avssharepoint.faa.gov/afs/900/info/library.aspx>.

## SASO Events

### ***Dec 2-4***

Process Models Workgroup  
(Conceptual Business Model)

### ***Dec 2-4; Jan 6-8;***

### ***Jan 27-29***

Detailed Business Functionality  
Workgroup (System Model)

### ***Dec 17***

SPOT Applicants will be notified  
of status

### ***Dec 9-11; Jan 13-15***

Detailed Business Functionality  
Workgroup (DCT Structure)

### ***Jan 27-29 and Feb 3-5***

Process Models Workgroup  
(Business Process Model)

## Acronyms Quick Reference

### ***AFS 500***

Flight Standards Training  
Division

### ***AFS 900***

Certification and Surveillance  
Division

### ***ATOS***

Air Transportation Oversight  
System

### ***DCTs***

Data Collection Tools

### ***FSIA***

Full Scale Implementation  
Assessment

**For More SASO information Please Contact:**

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Visit us on the Web at:

**[http://www.faa.gov/safety/programs\\_initiatives/oversight/saso/](http://www.faa.gov/safety/programs_initiatives/oversight/saso/)**

## Other Program Updates

### Acronym Quick Reference

#### ATOS

Air Transport Oversight System

#### AVS

Aviation Safety Service

#### AFS

Flight Standards Service

#### FAASTeam

FAA Safety Team

#### NPG

National Program Guideline

#### SMS

Safety Management System

#### SMS PO

Safety Management System Program Office

#### SPAS

Safety Performance Analysis System

#### STAT

SMS Transition and Assistance Team

### Safety Performance Analysis System (SPAS)

*By: Garry Setti, SPAS Program Office*

The Safety Performance Analysis System (SPAS) is a comprehensive source of integrated safety information used by inspectors, operations research analysts, and managers to develop and adjust field surveillance, investigation, and other oversight programs. Think of SPAS as your “one-stop shop” for safety information on FAA certificate holders.

SPAS is a Web-based software application hosted on a secure server network. This network contains a series of integrated databases and data processing utilities that acquire, maintain, and distribute information from a variety of external sources. Authorized users access information on SPAS via the FAA Intranet using Microsoft Internet Explorer.

SPAS interfaces with key oversight programs (such as ATOS and the NPG) and other government and industry sources to collect,

analyze, and summarize raw performance and operational data into graphs, tables, and reports of critical information. These SPAS outputs are then used to: 1) identify safety hazard and risk areas, 2) target inspection efforts for air operator, repair station, pilot and mechanic schools to areas of greatest risk, and 3) monitor the effectiveness of targeted oversight actions.

To access SPAS, please visit: <http://home.spas.faa.gov/>. The SPAS PO also has an outreach effort that provides an in-depth look into the capability and functionality of SPAS to AFS field offices.

To learn more about SPAS, please contact the program manager: Gerry Setti at 703-661-0517.

### SMS Pilot Project

*By: Michael Halloran, FAASTeam*

As Safety Management Systems (SMS) gain momentum and federal SMS guidance for the aviation industry becomes more clear, it's noteworthy that some aviation service providers are already planning, developing and implementing SMS within their organizations. These providers are working closely with the AFS SMS Program Office and the FAA Safety Team (FAASTeam) through the *AFS Safety Management Systems (SMS) Pilot Project*, also known as the voluntary implementation program.

It's encouraging that some progressive industry leaders value this approach to Safety Management and are committing resources to develop and implement SMS in their organizations. Using established criteria (Advisory Circular AC 120-92) and leveraging the experience of the industry will give the SMS Pilot Project the best opportunity for success. However, as this initiative evolves and matures, it's only natural that there will be

nuances and changes to the implementation strategy.

A key factor in the successful development of an SMS is to ensure a positive three-way relationship between the aviation service provider, certificate management team, and members of the *SMS Transition and Assistance Team (STAT)*. The STAT is a specialized group of people who have specific knowledge and experience in the SMS validation process, including the SMS Program Office, members of the FAASTeam, and others within AFS. The STAT helps guide both the service provider and their certificate management teams through SMS implementation. During this time, the certificate management team is encouraged to actively participate to gain perspective on the program's meaning and functionality as a whole. Experiencing the development process first-hand will help them help others understand and accept SMS.