

# Safety II – the next step

Ganzheitlicher Systemansatz in der Flugsicherung

VISSE Safety Day 2015

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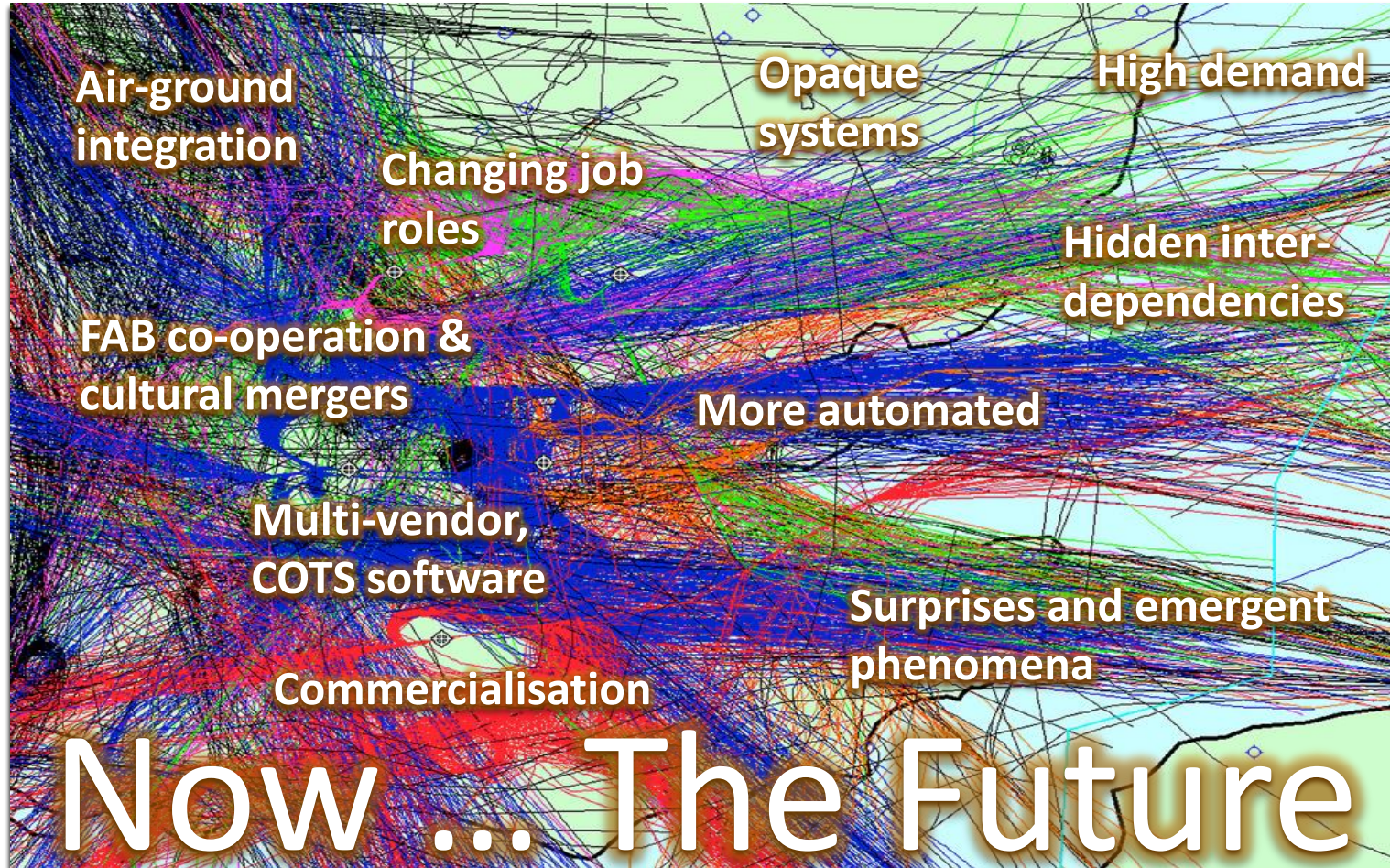


# Avoiding that things go wrong?

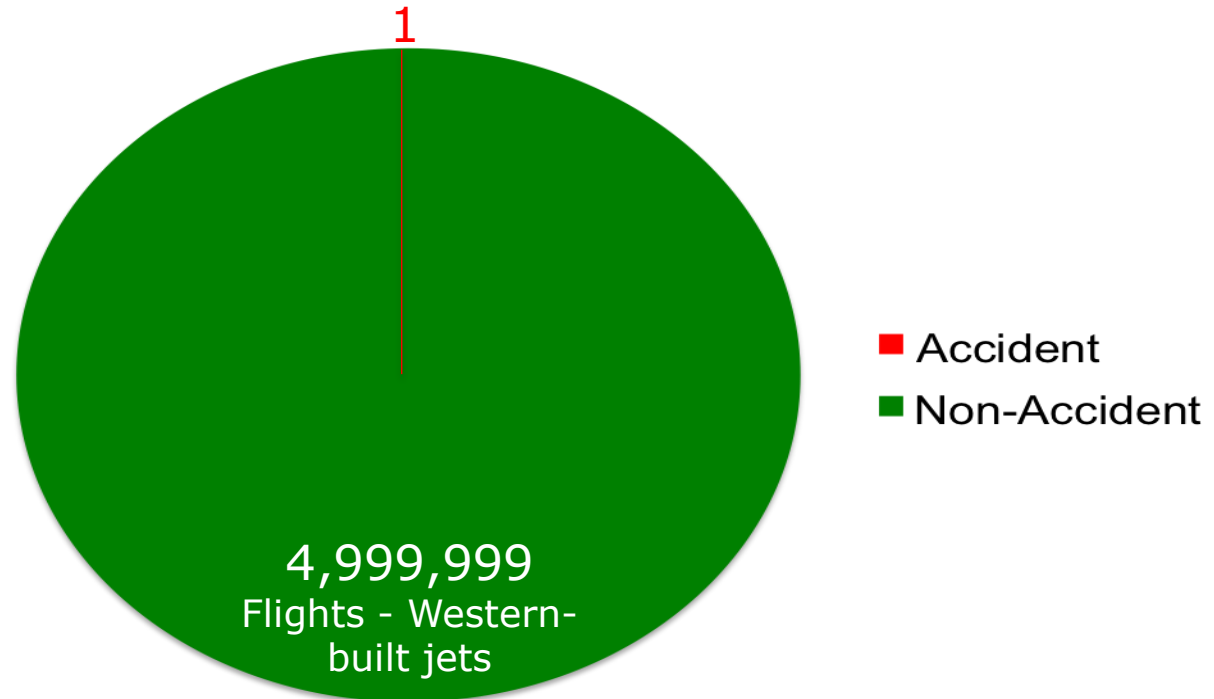


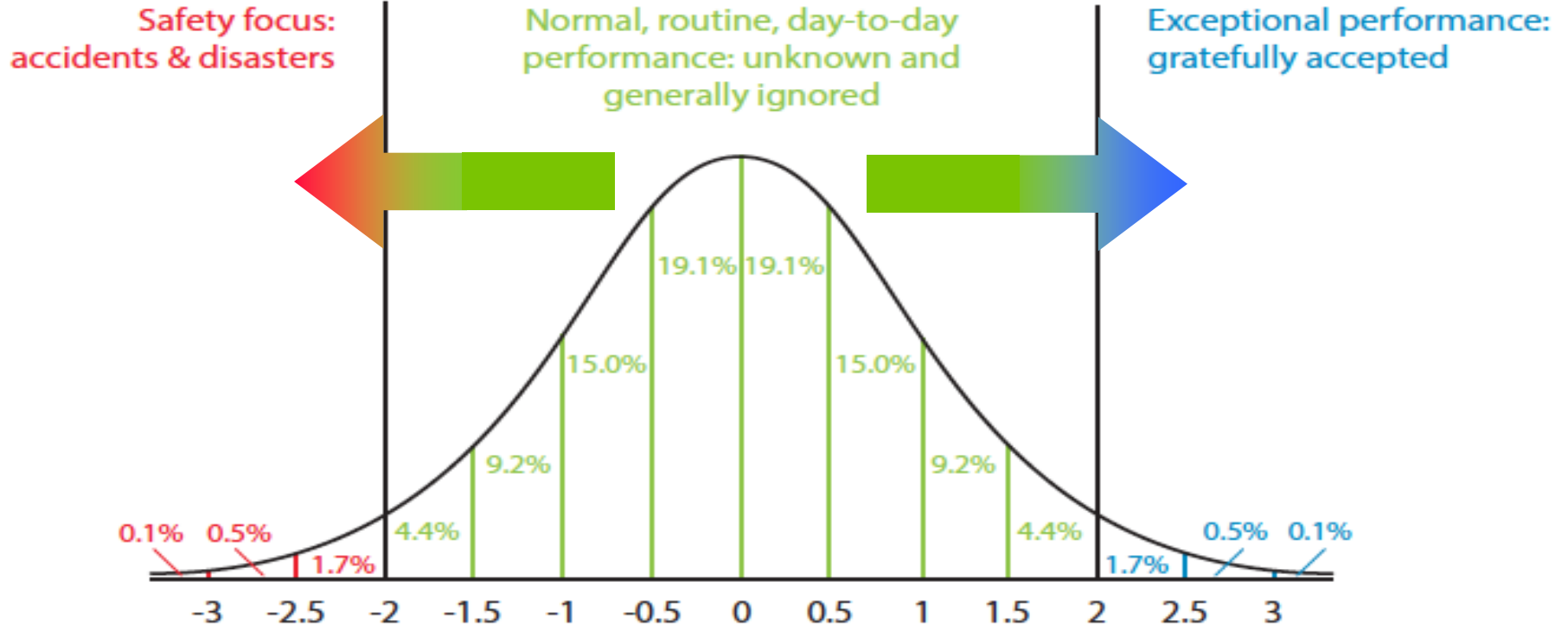
# Ensuring that things go right?





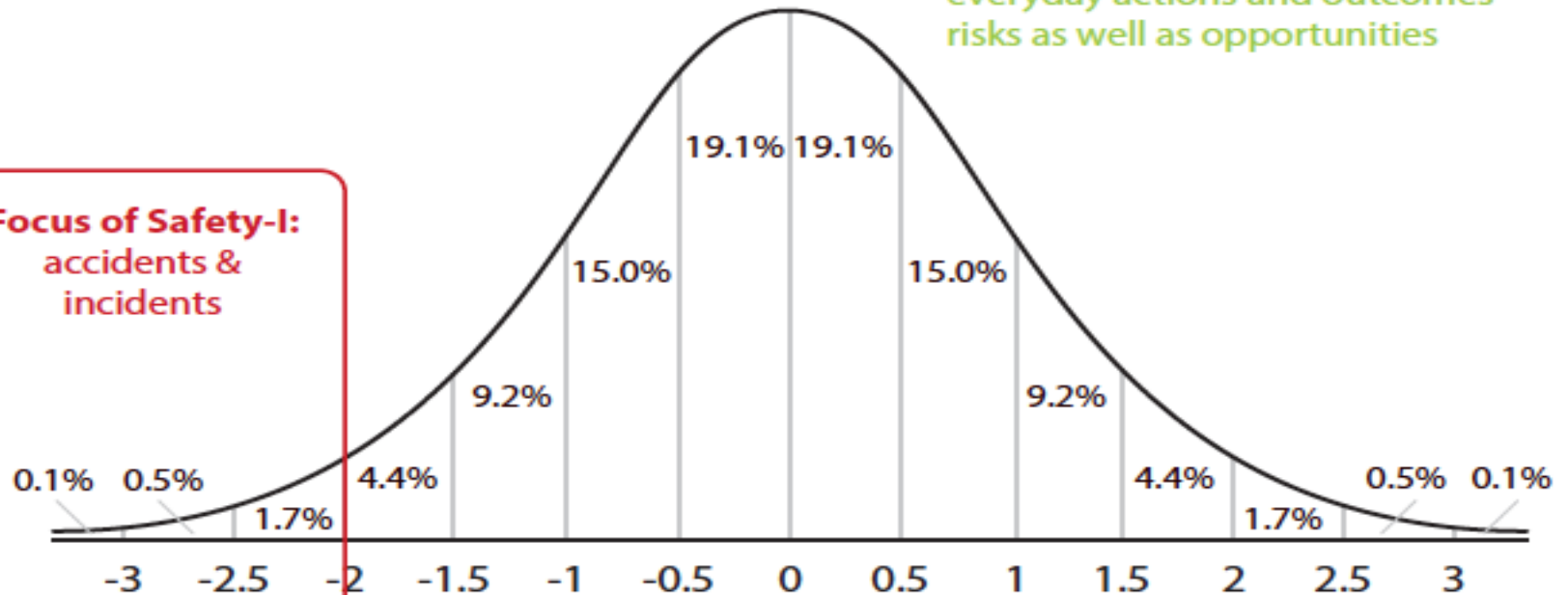
# Why don't we have more accidents?





**Focus of Safety-II:**  
everyday actions and outcomes -  
risks as well as opportunities

**Focus of Safety-I:**  
accidents &  
incidents







as imagined





## Human as Hazard

Analyse failures and individual performance

Rank individuals according to performance

Incentivise 'safe behaviour'

Appeal to fear

Punish non-compliance

Retrain following incidents

Constrain behaviour

Automate whatever you can

## Human as Resource

Study ordinary work in context

Focus on human needs

Focus on system levers

Create psychological safety

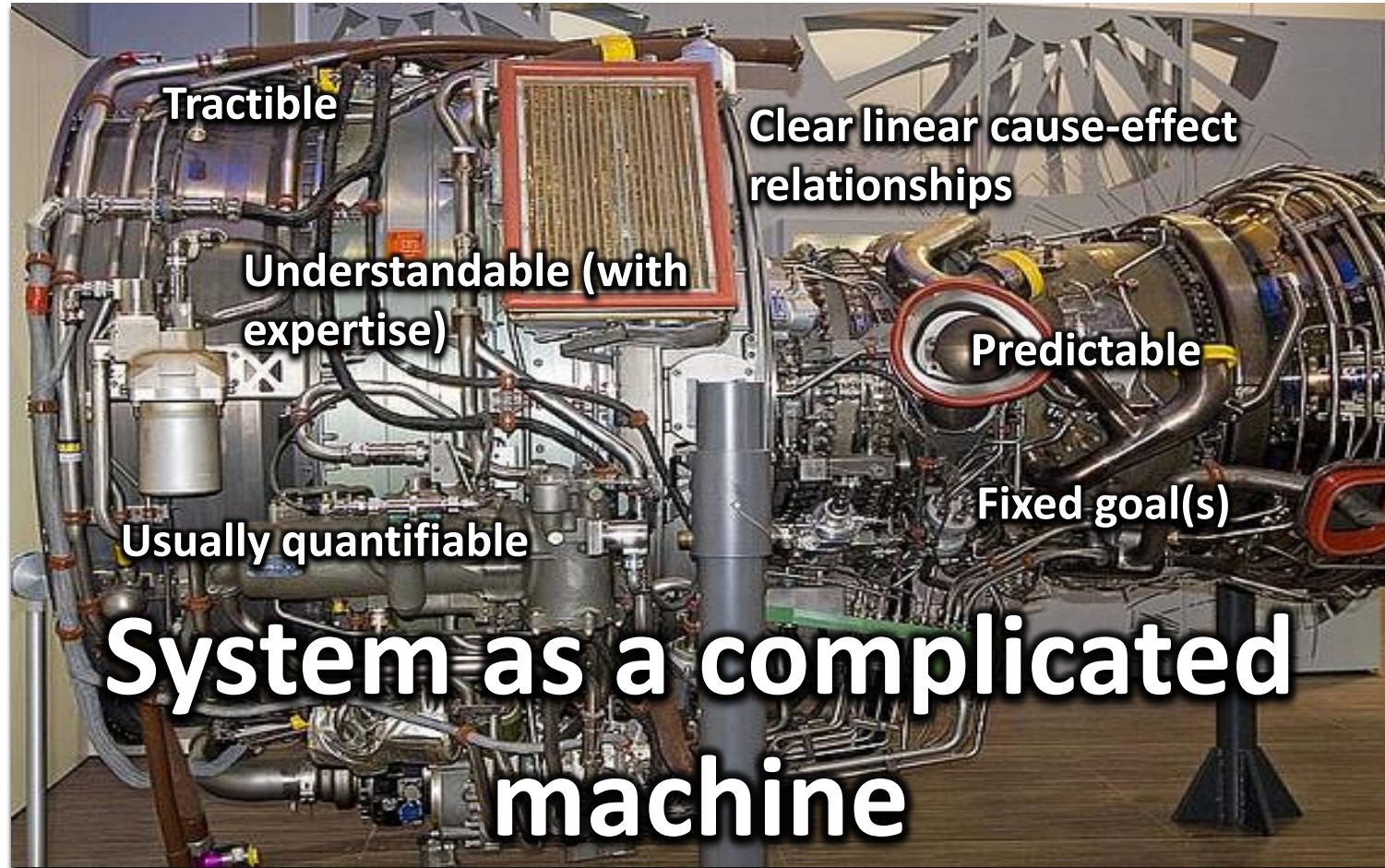
Assume goodwill, understand actions in context

Provide right resources and environment

Increase autonomy, provide flexibility

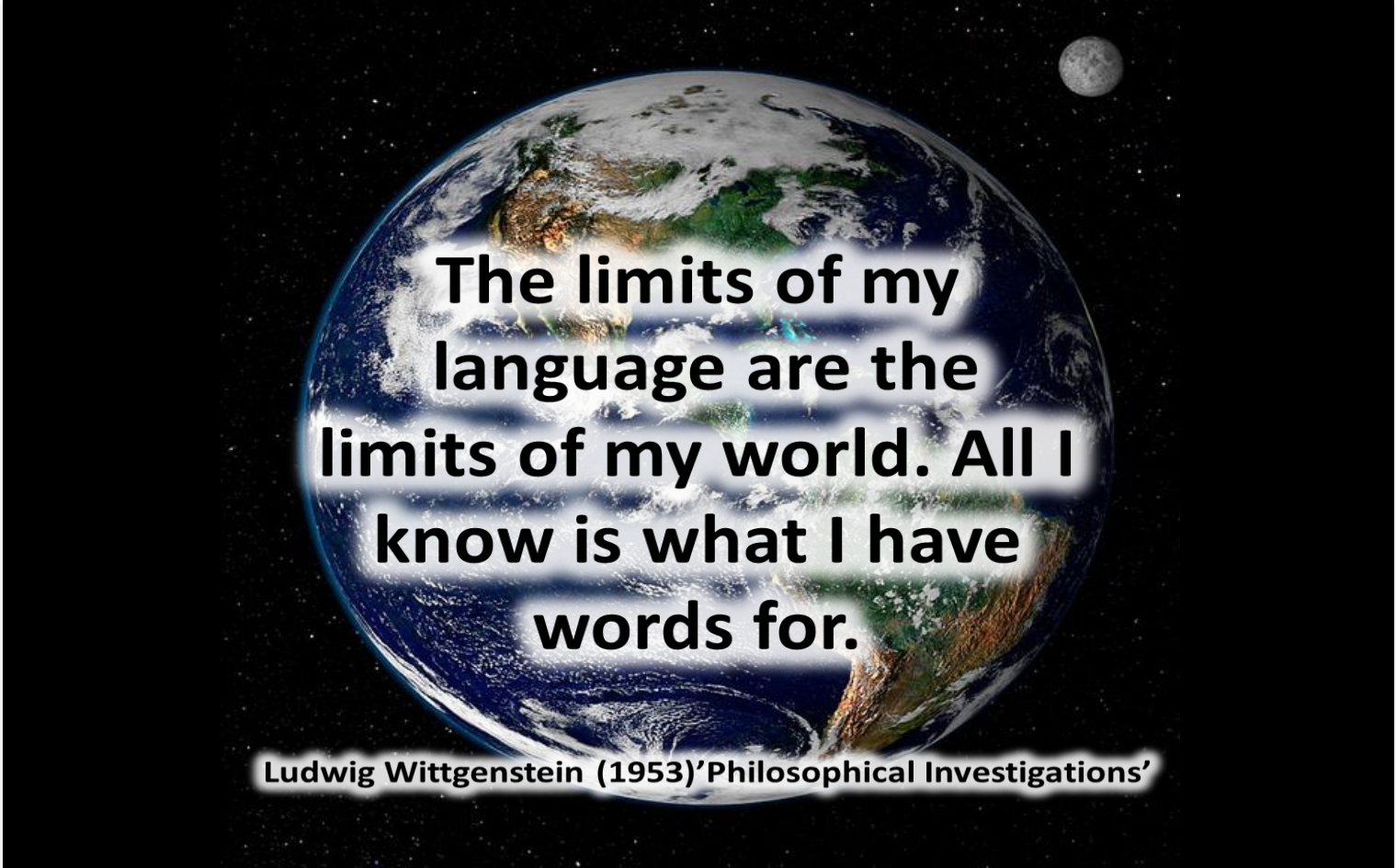
Optimise use of unique human traits





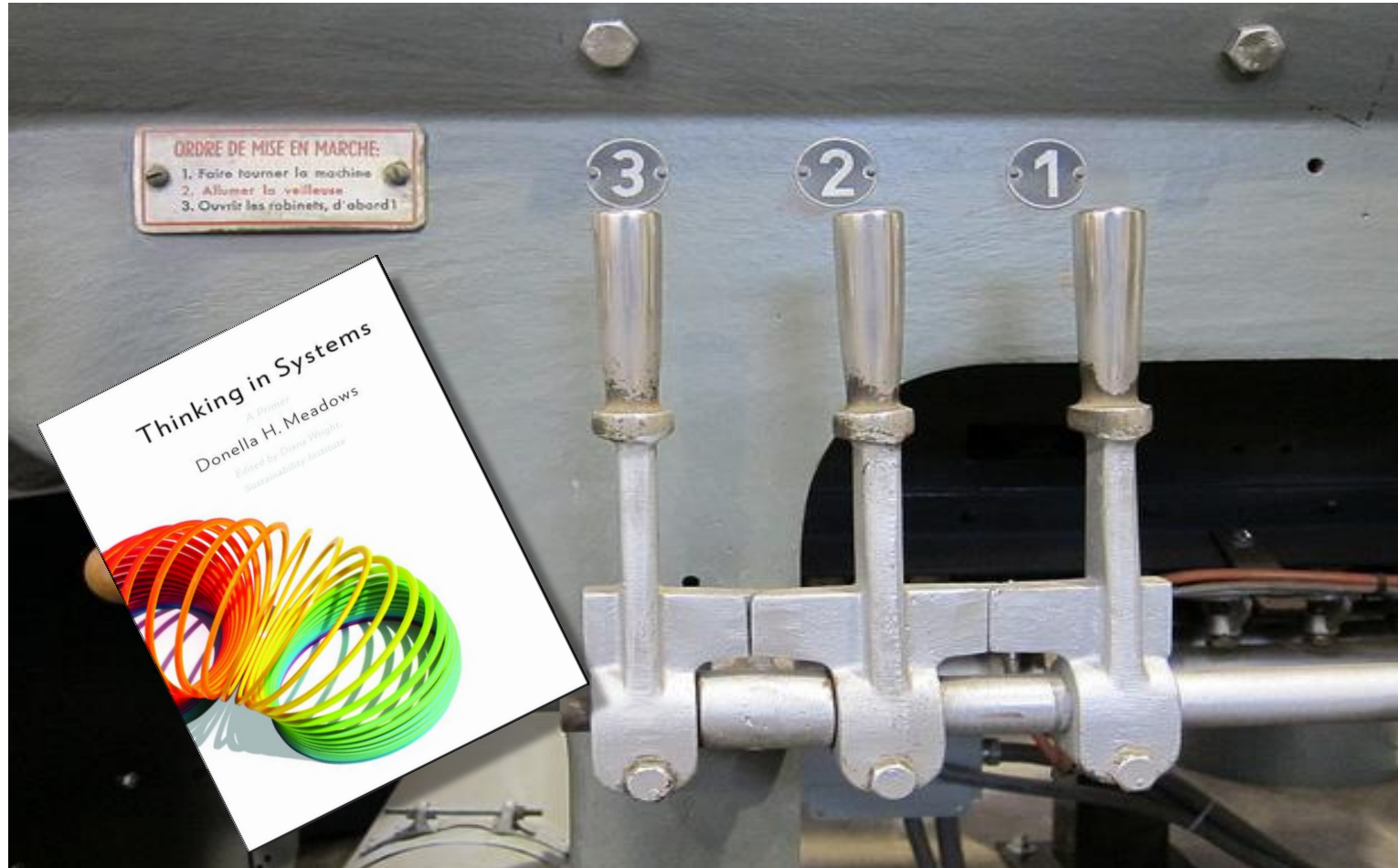


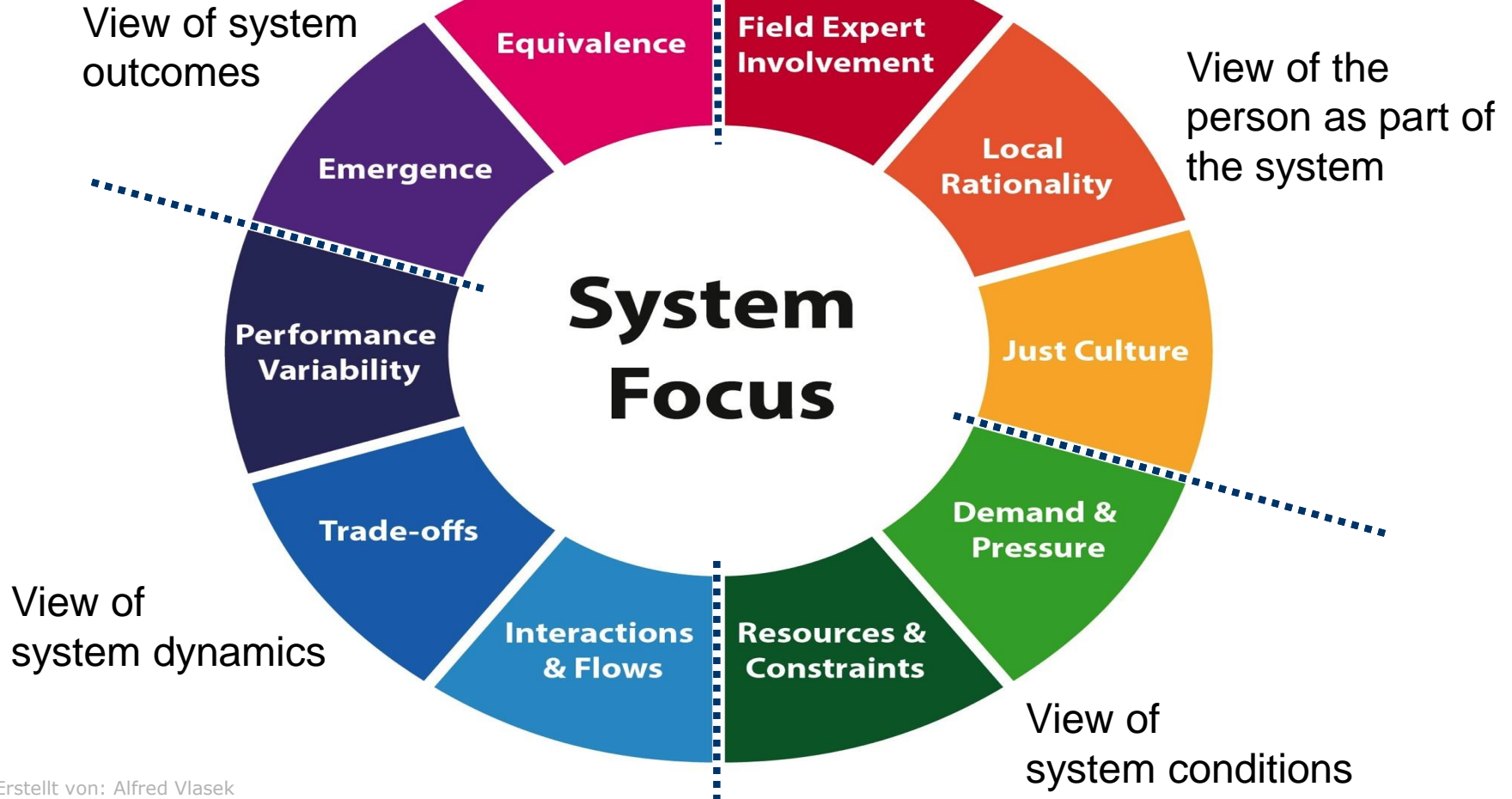




**The limits of my  
language are the  
limits of my world. All I  
know is what I have  
words for.**

**Ludwig Wittgenstein (1953)'Philosophical Investigations'**









**“It is a mistake to assume that if everybody does his job, it will be all right. The whole system may be in trouble.”**

**Prof. W. Edwards Deming  
Statistician & Management Consultant**

