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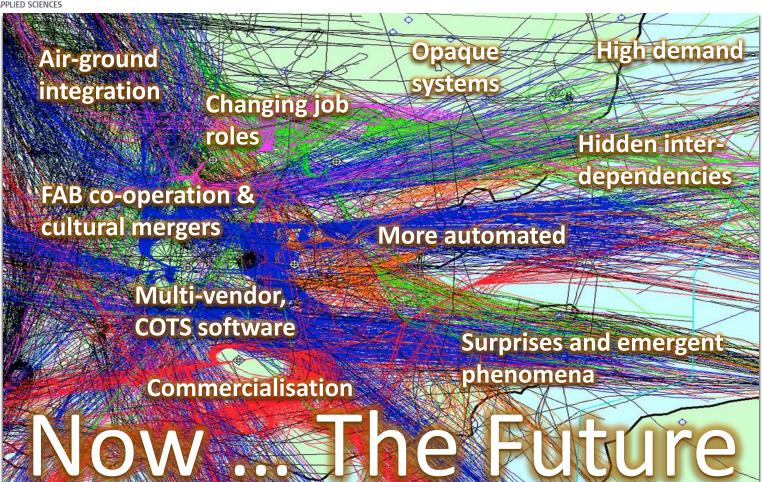
# Safety II - the next step

Ganzheitlicher Systemansatz in der Flugsicherung

VISSE Safety Day 2015 Alfred Vlasek, ACG Safety Manager

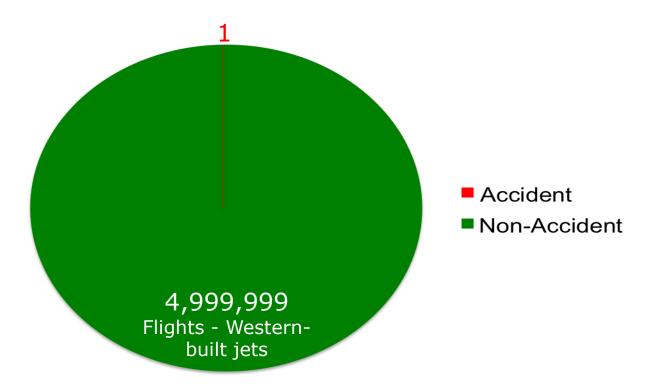


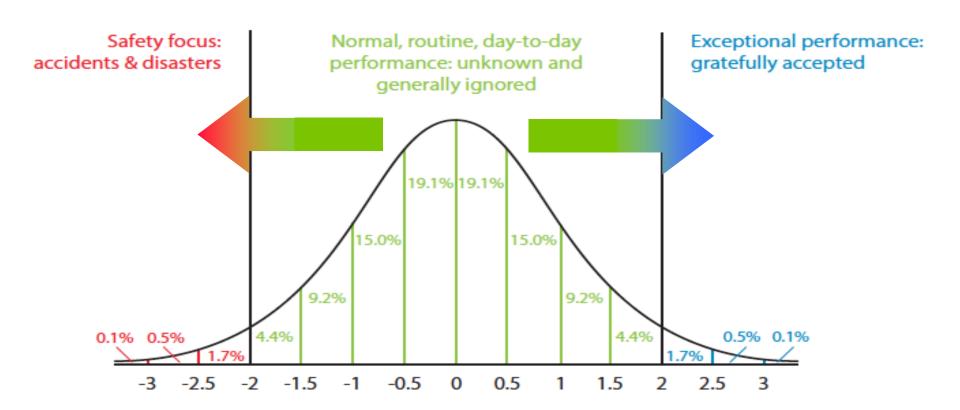




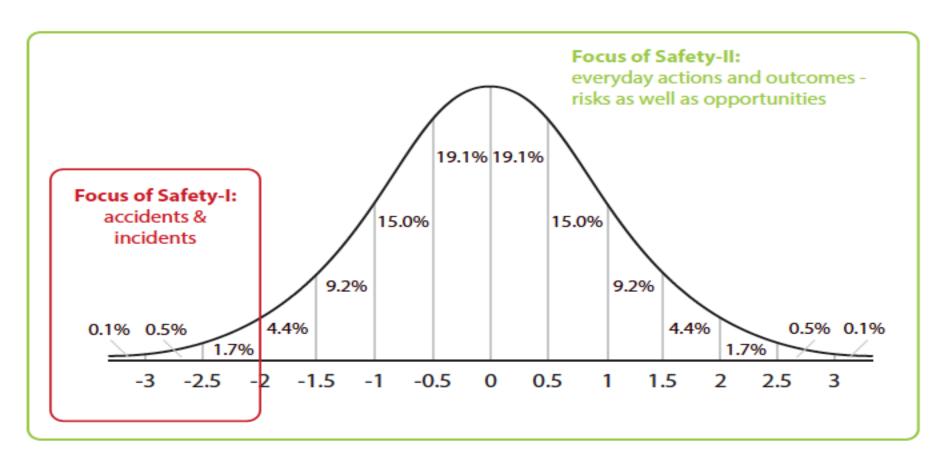
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# Why don't we have more accidents?





CONTROL



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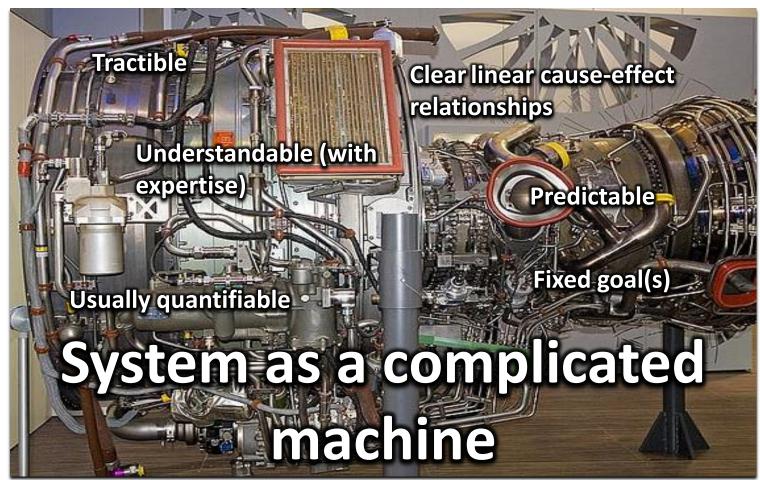






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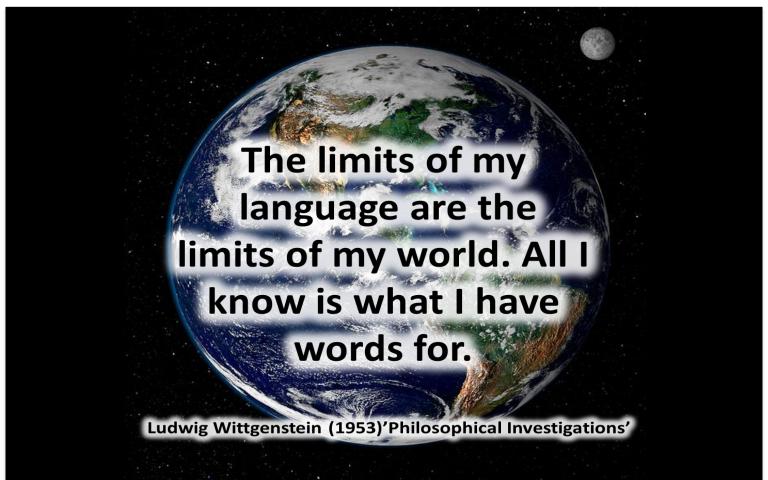
#### **Human as Hazard Human as Resource** Analyse failures and Study ordinary work in context individual performance Rank individuals according to Focus on human needs performance Incentivise 'safe behaviour' Focus on system levers Appeal to fear Create psychological safety Assume goodwill, understand Punish non-compliance actions in context Provide right resources and Retrain following incidents environment Increase autonomy, provide Constrain behaviour flexibility Optimise use of unique human Automate whatever you can traits



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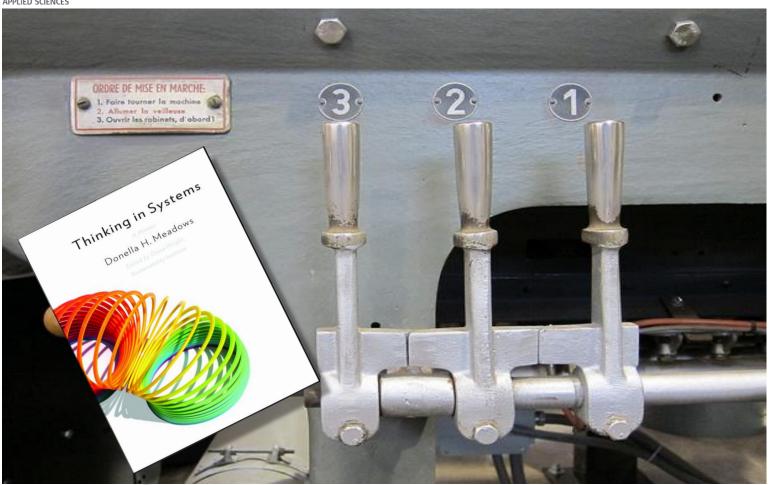
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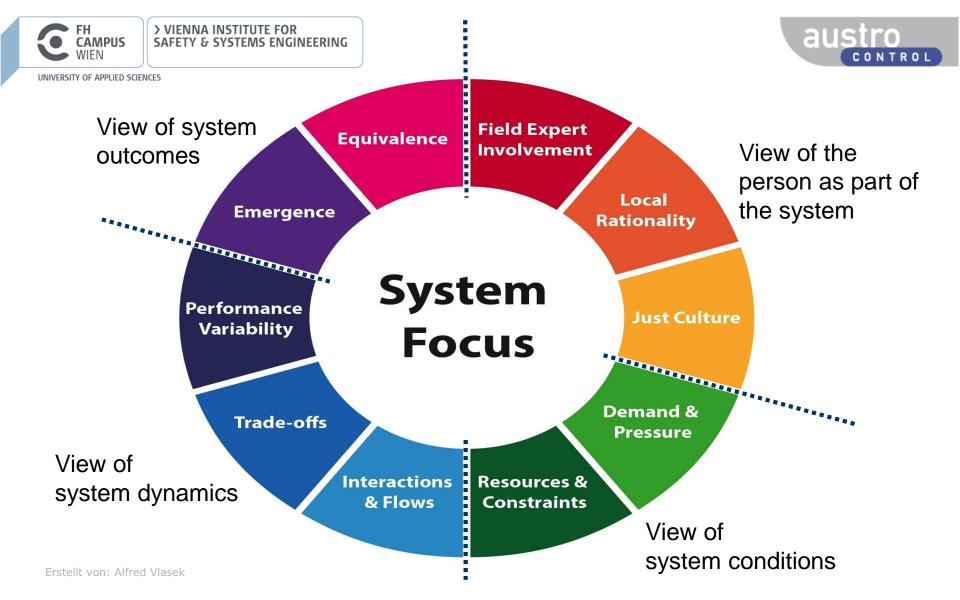
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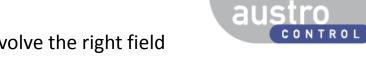
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1. Involve the right field experts

Local

**Rationality** 

**Just Culture** 

Field Expert Involvement

2. Understand local perspectives, stories and experiences

**Performance** variability

System **Focus** 

3. Reflect on our mindsets, assumptions & THE RESIDENCE OF THE PROPERTY language

**Trade-offs** 

7. Understand tradeoffs in context

**Interactions** & Flows

**Equivalence** 

6. Look at flows of work and system interactions

**Pressure** 

**Resources &** 

**Constraints** 

4. Consider demand on the system and the pressure imposed

5. Investigate the adequacy of resources appropriateness of constraints

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# "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

