

Co-Guard GmbH

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A socio-technical Approach to Safety and Performance

Bern 15 September 2017



Introduction



- Warmer- your opinion?
- Socio-Technology
- What is safety?
- Recap of Practical Drift
- Reporting
- Your feedback.



Your thoughts?



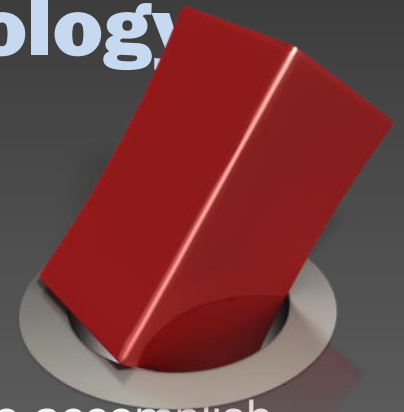
- compliance ensures safety;
- eliminating human error ensures safety;
- risk taking behaviour depends on how much is trained on safety;
- when something goes wrong, someone has done something wrong.



Management Systems as Technology

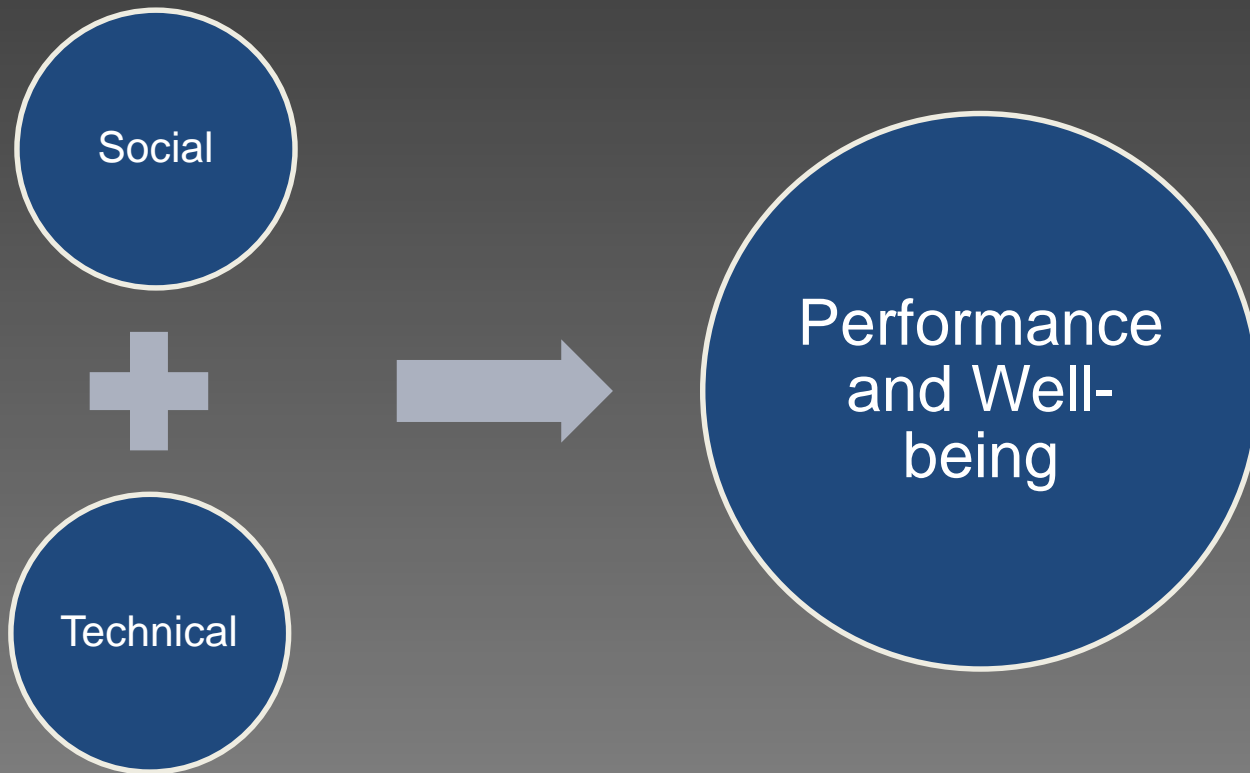
What is Technology?

- Technology is an application;
- Technology is a collection of techniques, skills, methods... to accomplish
- Technology is a success, when
 - ✓ A solution for the problem
 - ✓ Easy to use
 - ✓ Suitable to the environment, (life) style, ...
 - ✓ Has the right price...





A Socio-Technical Approach...





In Aviation Tech - Social

- Discussing and sharing Hazards, unusual situations;
 - Regulations;
 - OPS,
 - A decision to divert;
 - Pre-flight meeting;
 - The Safety Policy Document in a frame on the wall;
-
- Is the distinction always clear?

The success and wellbeing of the Organisation lies in *the Interaction* of Social and Technical aspects



...to Safety and Performance

- What is performance?
- What is SAFE(TY)?





What is Safety?





ICAO (Doc 9859, 2013) on Safety

Within the context of aviation, safety is —the state in which the possibility of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management.

What does this MEAN?

Who decides?

Why do we put ourselves/ our stakeholders at risk?



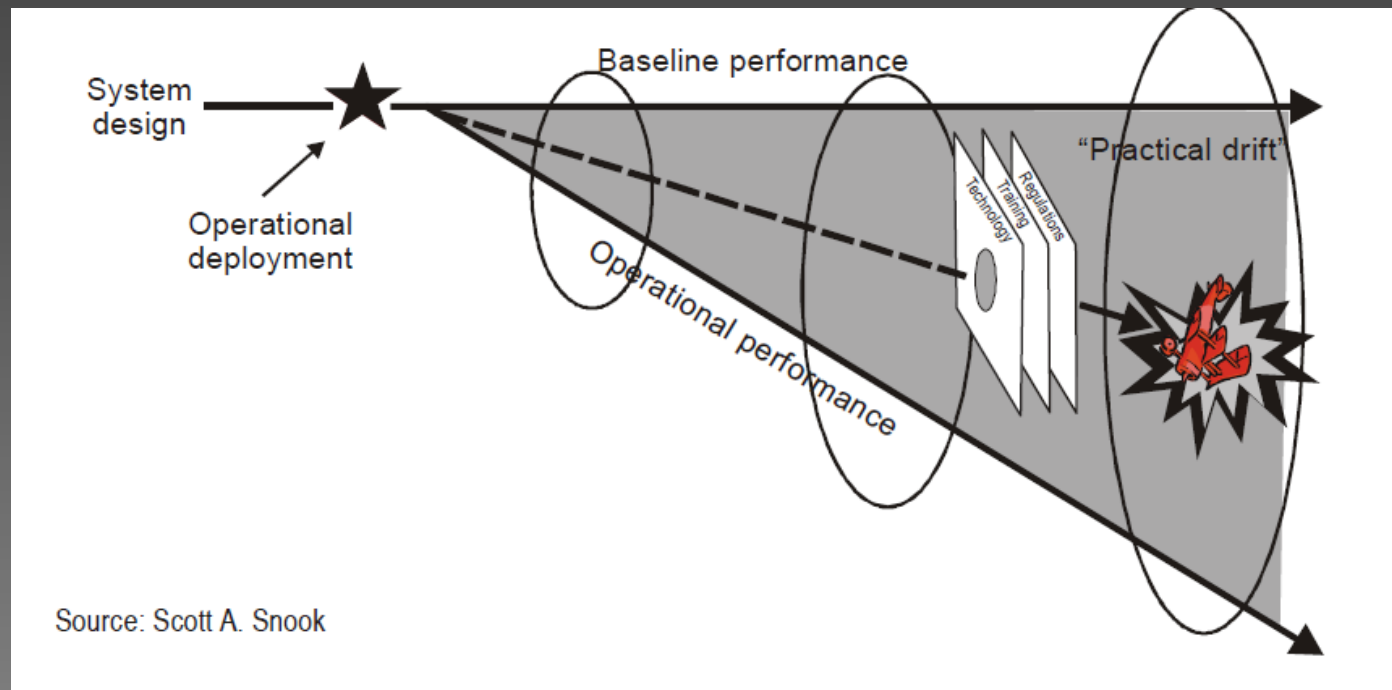
Safety is...



- Contextual / Cultural
- Social



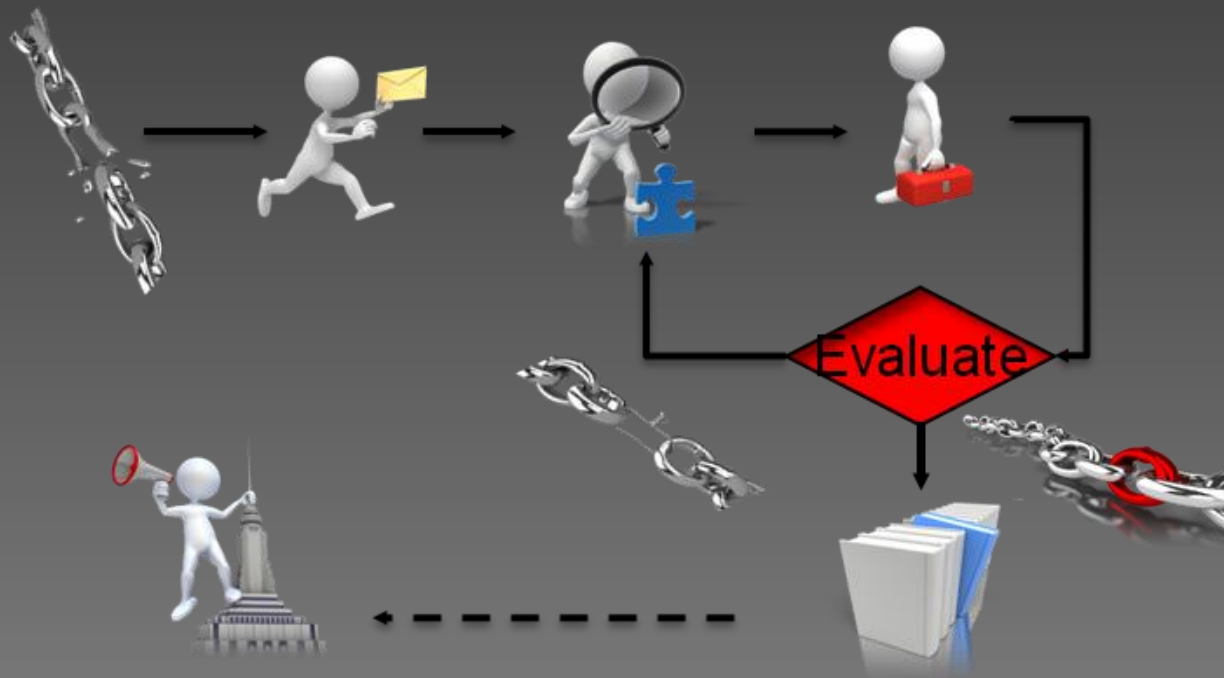
Our Safety Perspective Today (ICAO 2009)



Slow but sure departure from ideas how to operate a system (Dekker 2014)



SRM: knowing what is happening





...starts with information





Exercise: Discuss

1. Why do people hesitate to report/ why don't they?
2. What can an organisation do to overcome this?
3. What has worked in your Organisation to improve?





4. Reporting Culture_lack of reporting

- Time
- **Complicated** procedure
- Lack of **Confidence**
- **Retaliation** from employer
- **Embarrassment**: seems as weak by peers
- **Self-incrimination**
- **Sanctions** from authorities





4. Reporting Culture_Organisation

- **Trust:** Information not used against reporter
- **Just Culture:** All people know what is expected of them
- **Independence:** Department or agency that receives the report
- **Easy Reporting**
- **Feedback :** the effort needed to report should be acknowledged. The reporter naturally expects feedback about actions which will be taken
- **Distribution:** information (de-identified) should be made available to the company



Thank you!

Any Questions?



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