



Co-Guard GmbH

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Safety Performance: Decision Making in Context

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Introduction

- Small Introduction;
- Safe and Complex_what is it?
- Two case studies;
- Decision making in Context;
- How to connect to the next presentation;
- Your feedback and Thank you.





...Recap: intro to Safety and Performance

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





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.

How safe is flying?

Why do we bother?



Why are we concerned with safety?

Because the world has changed!

- Technology
- Complexity

ALL we do concerns safe and complex systems. This is different than simple or very unsafe systems!



Safety performance is about:

- Operating successfully and safely;
 - Knowing what you are doing, incl hazards and risks;
 - Justifying your choices;
 - At any time;
 - In terms of compliance: say what you so AND do what you say!
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- It is NOT about: as long as nothing has happened all went well;
 - It is NOT about a risk-free operation,
 - It is about accepting accountably for what you do.



Enough Theory 😊

- Make groups of appr. 5/6 people;
- Each group assigns *one* spokesperson (for me);
- When finished, spokesperson comes to collect their example;
- Within your groups, read the story and discuss your answers to the questions:
YOU HAVE MAX 10 MINUTES
- When finished, the spokespersons can present their answers to us;
- After discussing it all together and when I say so, you can move to the second example and open the paper;
- Discuss again.

What can we learn?



Decision making in Context

Hind-sight bias: the OUTCOME influences our judgement;

Local Reality: interpret a decision at the time the decision was made.

How can *data* support us in better understanding any situation?

How can *data* support us in becoming better performance?

How can *data* support us in better supporting our people?



What data do we collect?

What is the definition of RISK?

Probability to Outcome in terms of severity and likelihood;
What does this mean?



Supposition (for you to consider)

- Events and Risks are often mis-interpreted due to a lack of data (context);
- Events and Risks are often mis-interpreted due to our focus on severity rather than likelihood;
- Events and risks are often mis-interpreted due to an overreliance on compliance and procedures;
- Poor decisions and corrective actions are formulated due to misinterpretation of a problem/ event.



Conclusion

Data collection can really help, but we must be willing to look and *accept*.

Data can help to set people up for success, even in an industry where 99.999... % things go well.



Sources

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Thank you!

Any Questions?



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