AIRPORT / AERODROME SMS TRAINING

QualaTech Aero Consulting Ltd.

An international aviation consultancy group, providing services in:

Safety Management Systems (SMS), Management, Training, Change Management, Fatigue Management, Hazard Ident. & Risk Assessment, Safety Case, Harbour and Water Airport/Aerodrome Procedures, Emergency Response Procedures, Airports, Flight Operations, Compliance, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality Assurance (implementation, design and audit),

Training (QA, SMS, HF, ERP/AEP, CM, Haz. & Risk. Assessment).

The services offered by QualaTech-Aero Consulting Ltd. are focused primarily on the aviation industry. However, the principles of Human Factors, Safety, and Quality, apply equally to any industry by reducing the human error leading to personal injury and loss.

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A rigorous approach to Safety Management, in combination with adequate and appropriate training will contribute significantly in reducing errors, incidents, liability, injury and death. QualaTech has provided numerous Airport/Aerodrome Safety Management System (SMS) Training courses, effectively, on time and to budget. QualaTech has extensive Airport SMS experience. Consultants have held senior posts with ICAO, IATA, other leading aviation organizations, service companies, international airports and Civil Aviation Authorities and Tribunals.

General:

The typical course applicant can be experienced or novice in Safety Management System. However, a strong desire to learn is essential. The course is designed to meet and exceed the national requirements for SMS. The knowledge gained will enable participants to review the SMS within their operation, analyse assets and shortcomings, assess what needs to be accomplished and manage the implementation and/or on-going operational activities of the SMS.

Regulation requires that an Airport shall have in place a SMS and that employees will be trained and competent in the operation of that system. This includes understanding the SMS program and depending on the employee's function, having more competence in some or all aspects of the SMS, i.e. Quality Assurance, Hazard and Risk, etc.

Failure to operate and adhere to the SMS by the Certificate Holder or an employee, is a fast-track to suspension of the Certificate. There is also a national and international responsibility to ensure the highest standards of safety for the travelling public are met (Duty of Care). SMS training is a requirement, whether provided in-house or by an external agency. It is important for every employee and Senior Executive to fully understand their responsibilities and accountabilities in respect to the law and corporate governance. QualaTech consequently explains *due diligence*, *duty of care* and *Tort law* as a guiding principle.

The purpose of the Course is to provide participants with a concentrated overview of SMS principles, practices and operational requirements. The course explains the theoretical and the practical aspects of SMS, while examining accepted Safety Management components and practices. Although the training is designed to familiarize personnel with practical and specific implementation requirements, it also reviews the methodology behind SMS inclusive of regulatory requirement. Although the course material is comprehensive, the instruction is provided at a 'human level' with dynamic and interactive delivery, making for an interesting and entertaining experience. "*__Boredom does not enhance learning__*!"

The knowledge imparted will enable participants to review the Safety Management arrangements, lines of authority, responsibilities and accountabilities etc., within their own operational areas in addition to being able to confidently analyse assets, resources and other shortcomings, while assessing and prioritising what needs to be accomplished and/or managed as part of the on-going 'continuous improvement' process.

SMS Training:

The purpose of SMS training is to provide a concentrated overview of all SMS requirements, while ensuring those in attendance receive a thorough explanation of the principles and practices involved. The course focuses on SMS requirements and practices, while introducing practical procedures for implementation and documentation / policy.

SMS and QMS:

SMS and Quality Management Systems (QMS) are symbiotic and therefore highly complementary, working closely together to achieve overall 'Customer Satisfaction' while maintaining and improving safety goals. SMS is basically '*__what we do__*'; QMS is '*__how we do it properly__*'. A SMS cannot conflict with a QMS since although similar functions and processes are employed, the end results are quite distinct and separate from each other. For example, although you can have a quality product or service as defined by a Standard, an Organization can nevertheless, still fail to have a safe product and/or service. QualaTech provides explanation of the differences to remove the confusion which often prevails between the two disciplines.

The Foundation of SMS:

The QualaTech SMS Course commences with a review of the requirements for SMS in a Regulatory framework - within which it must operate. It is essential to appreciate that a fundamental issue in Airport/Aerodrome operational Safety Management is that success depends on a partnership between the Regulator and the Certificate Holder: SMS is a form of regulation. Although the Regulator safeguards the public interest, an approved, implemented, functional and regulated SMS is not only in the best interest of the public (the Customer) but the service provider too.

Having established the purpose of Safety Regulation and the role of the Regulator and its relationship with the service provider, QualaTech then reviews some common issues involved in an operational SMS, e.g. the practical matters of Safety Assessment, Hazard Identification & Risk Assessment, the documented Safety Case and Safety Reporting, etc..

The course continues with a quick review of Quality Assurance and Quality Management, emphasizing in the process, the importance of Quality and training to the development of a Safety Culture and how this contributes to the Safety Management process. This is followed by issues related to Safety Auditing (for compliance) and the Safety Assessment (for effectiveness).

Having accomplished a review of all the Components and Elements of Safety Management, the course then presents a wide range of operational Safety Management concerns, augmented with experiences and practical advice. Also included, where appropriate, is the vital issue of designing Safety Critical Procedures and Change Management.

Where and when possible, QualaTech will reference examples of your own internal SMS as they exist, helping you to develop a robust Programme that works for your airport and yet meets the criteria of the Regulator as a "Closed Loop" process. QualaTech's training will allow participants to appreciate the intricacy of Corrective Actions to address internal and/or 3rd. Party Audit Findings. Additionally, a through understanding of 'Risk Assessment' will be provided with examples referenced to relevant Case Studies to help you understand the process from beginning to end.