

# US Airways

SMS Pilot Project

Gap Analysis Lessons Learned

# Pilot Project – A Decision

- Level 0 Briefing Nov 2007
- Decision to participate in made in Jan 2008
- Level 1 presentation/training Feb 2008
- Selecting an operating department to participate
- MITRE SMS Training March 2008

# The Gap

- Investment in time---approximately 6 man-weeks
  - The SMS Process as we see it
  - The gap analysis...understanding what is expected
    - Research project times 6 or times 1
  - Gap analysis presented to CMO in May and to SMSPO and MITRE in June
- Currently---deliverables all but completed
  - The company plan is left to completed
- Exit Phase 1 is planned for Dec 2008

# Lessons Learned

- Understand the requirement
  - Pilot project participating department vs all Ops
- Understand the language
  - ISO-ATOS-IOSA
  - Many terms are in the back of the Guidebook
- Understand the data collection tools (DCT)
  - Operators Objective statement at front of DCT
  - Procedures are only questions that must be answered

# Lessons Learned

- Understand and use the SMS Guidebook
  - Without the Guidebook we would have been lost
  - Still refer to it often
- The Detailed Gap Analysis tool (spreadsheet) saved us a lot of key strokes and was very useful
- Understand MITRE's role and use them...Kent or Bill were always there for us

# Lessons Learned

- Last but not least...cultivate a good working relationship with your CMT
  - Involve the CMT along the way...springing it on them at the exit presentations would not be a good thing
    - Great sounding board
    - Knowledge of the process breeds acceptance
  - Without the CMT's "approval" we don't have an FAA SMS

# Lessons Learned

Questions?