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FAA & US Airways Level 1 Exit Lessons Learned



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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



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Why Flight Operations First?

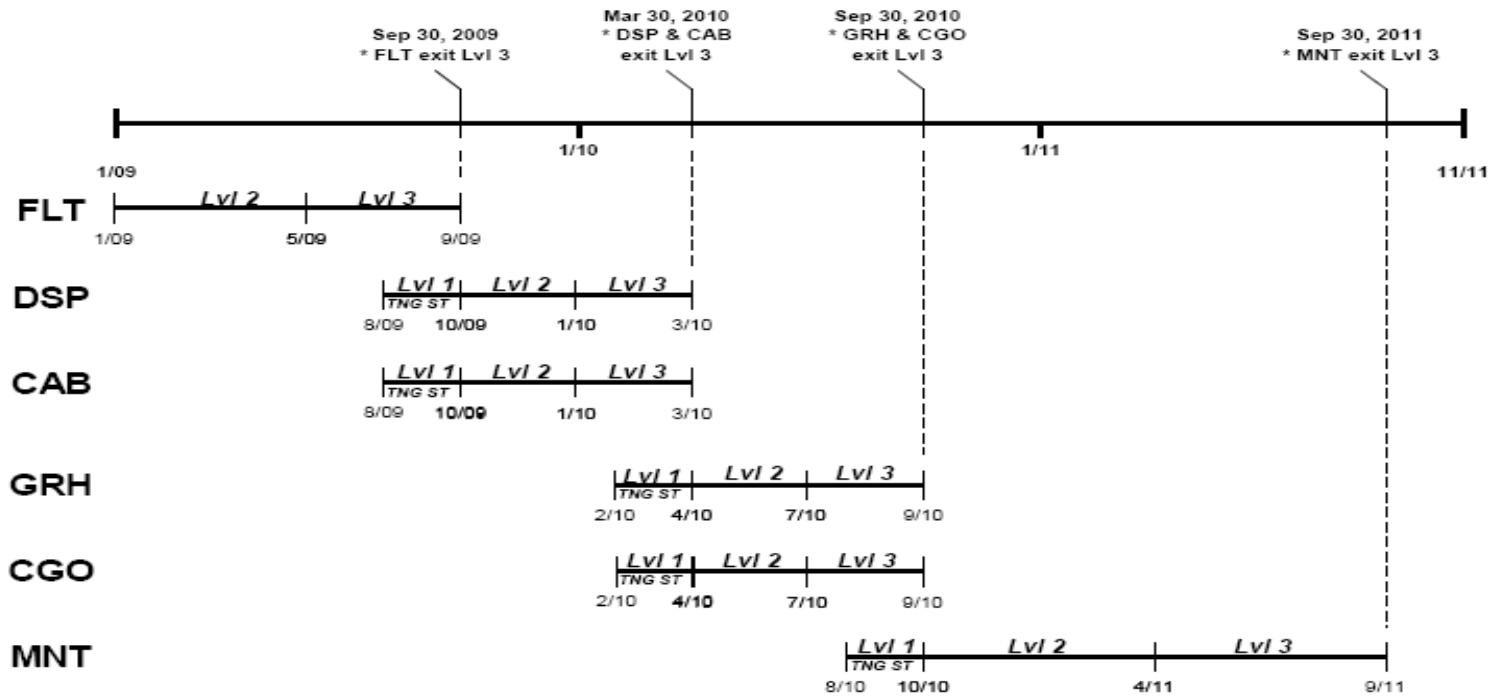
- Many of the component required were already in place and functioning.
- ASAP, Event Reports, FDAG, FOSB
- Data Collection, AQP(task analysis)
- Staffing



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Phased Approach

Safety Management System Implementation Plan



Rev 2
Oct 24, 2008



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Level 1 Exit Planning and Coordination Meetings

- Obtain CMO Involvement Early
- Set up meeting schedule
- October 15th CMO Meeting
- November 19th CMO Meeting
- December 16th Pre-meeting
- December 17th Level 1 Exit Meeting PHX



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CMO Involvement

- Most importantly...cultivate a good working relationship with your CMO
 - Involve the CMO 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 CMO's "approval" we don't have an FAA SMS

October 15th Meeting

- US Airways and CMO meeting
 - US Airways CMO Office Participants
 - US Airways IEP/Safety/ Flight Operations Group
 - Education and update on SMS direction



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Reviewed Company Goals

- SMS will drive primary safety responsibility into Flight Operations Plan
 - The Safety department is responsible for company wide SMS policy development and implementation management
 - Flight Operations is responsible for departmental policy and procedures development and implementation in support of the company wide policy

Reviewed Direction of Manuals

- Policy
 - *Operations Policy Manual (OPM)* contains the highest level of Operations SMS policy
 - Supporting policy is found in higher level Operating Department manuals such as the SPPM, FOPPM, MPPM, FAPPM, etc
- Procedures
 - *Safety Policy Procedure Manual SPPM* --- procedures that apply to all Ops Depts or that are centrally managed, *US Airways SMS Model* for example
 - Higher level Ops Dept manuals --- ex. *FOPPM* Lower tier Ops Dept manuals --- AQP Vols, *FTOCB*, etc.
 - Op Depts work instructions (cklists, task cards, flows, handbooks, lesson plans, etc.)



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Documents

- Gap Tool= Detailed Plan [FG Pres Sup Docs\Gap Tool and Imp Plan 12-17-08 presented for Lvl 1 Exit \(latest\).xls](#)
- US Airways SMS Model [FG Pres Sup Docs\SMS for SPPM 12-05-08b.pdf](#)
- Risk Matrix [FG Pres Sup Docs\SMS for SPPM 12-05-08b.pdf](#)
- RA Worksheet [FG Pres Sup Docs\RA Worksheet.doc](#) [FG Pres Sup Docs\RA Procedure.doc](#)



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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
- Need Man Hours and commitment



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Level 2 Exit

- June 9-10
- Will continue to have meeting with CMO
- More on site visits from the office to evaluate process in Level 2
- Pre-meetings SMS office



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Questions?