



HICKSON

experience from the front line



Leading from the Front













In the days of early technology, human error was the cause of many safety related incidents

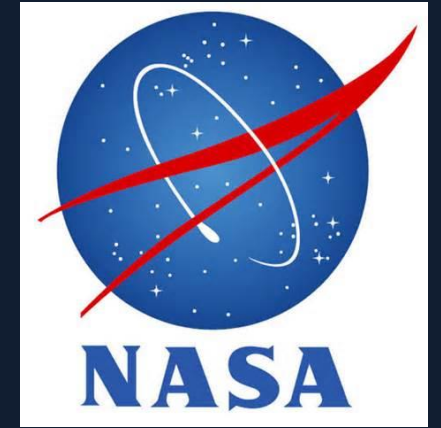


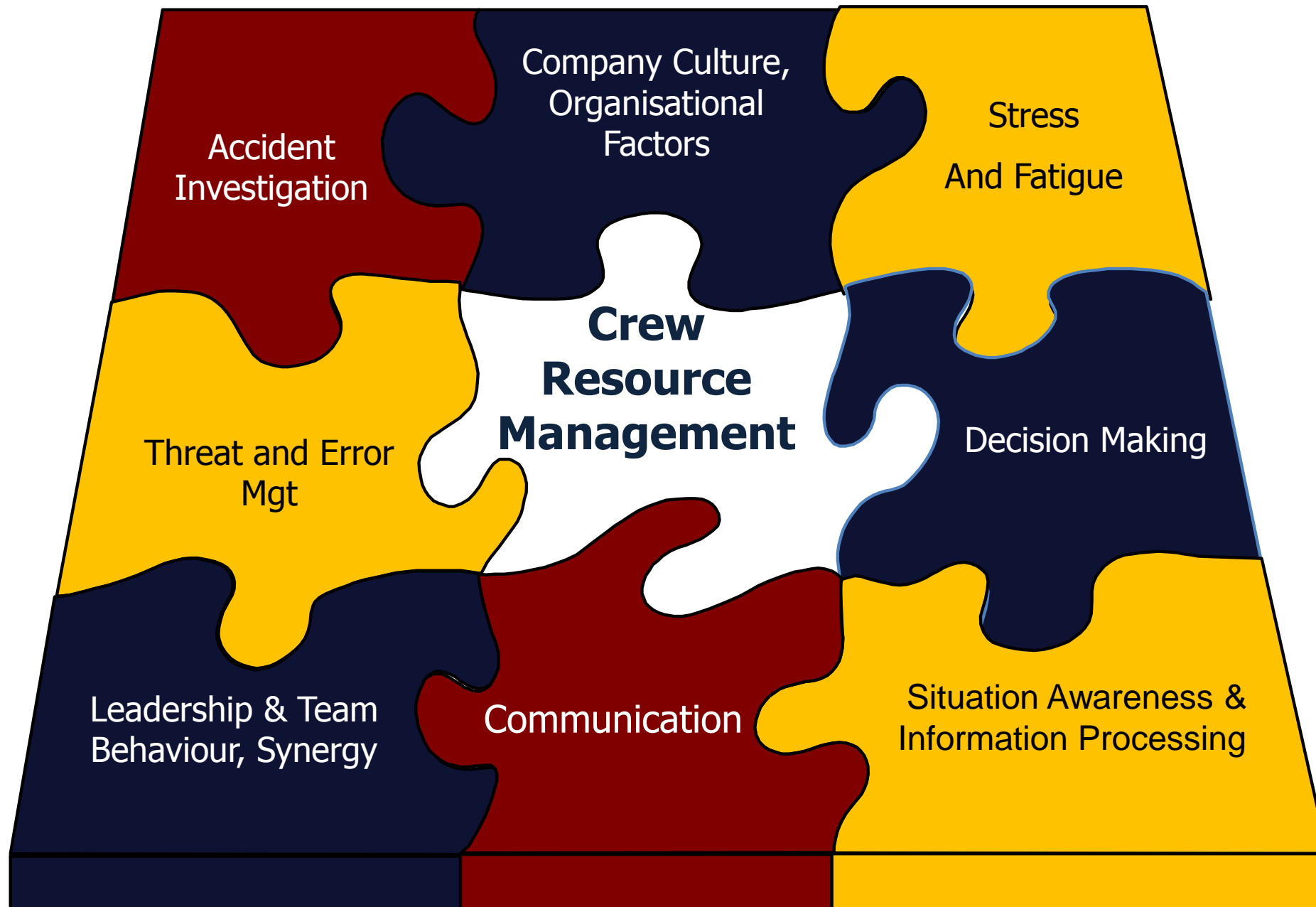




Lessons Learnt

- Research carried out by:
 - NASA
 - Leading Airline Corporations
 - International Civil Aviation Authorities and Accident Investigation Units
 - Universities Worldwide
- Human performance cited as the causal factor in 3 out of 4 accidents
- Study & Application of an error avoidance programme called Crew Resource Management (CRM) has now become mandatory for both civil and military aircraft operations

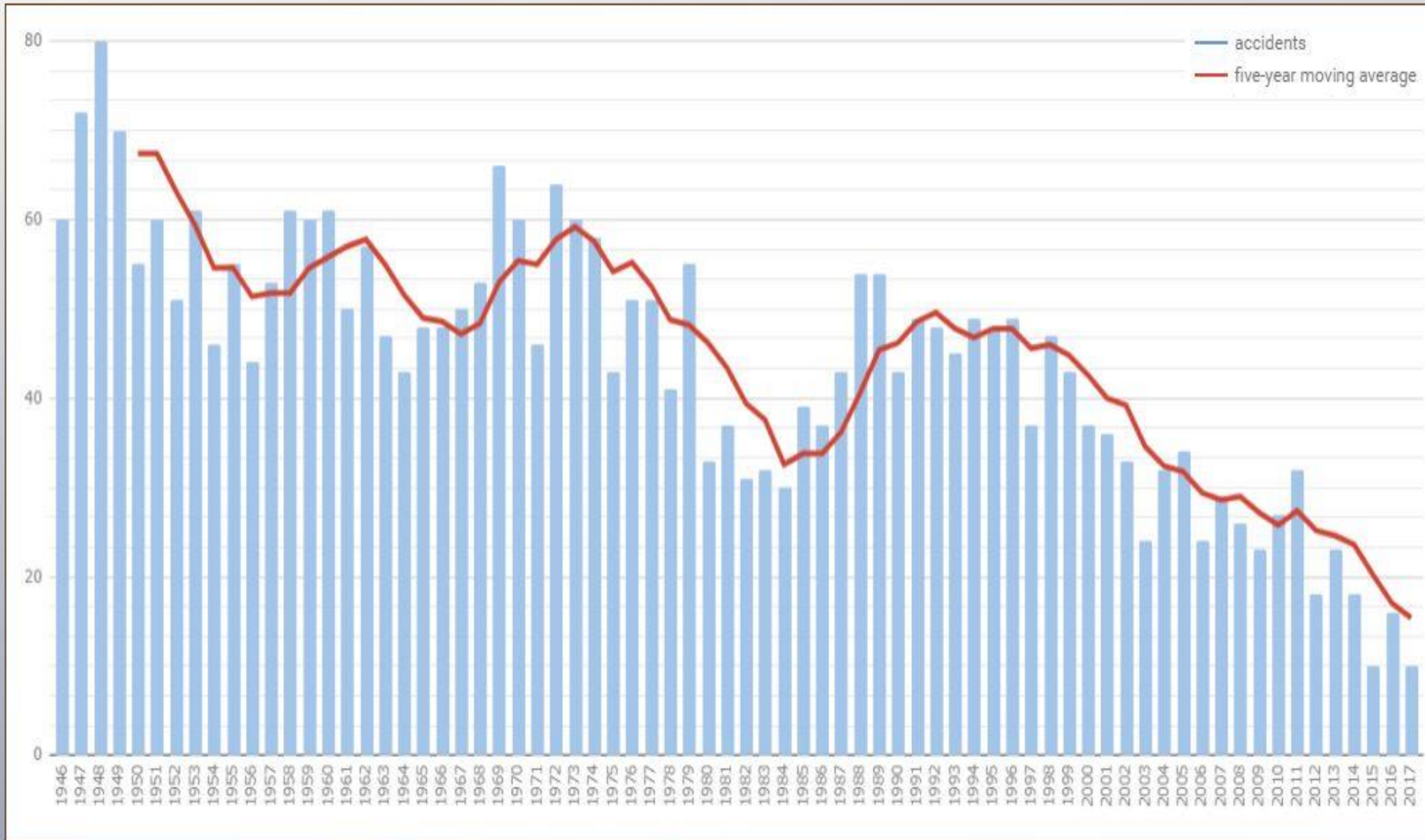




How do we know Crew Resource Management works?

- Very hard to statistically prove

Fatal Airliner Accidents Per Year 1946-2017



How do we know Crew Resource Management works?

- Very hard to statistically prove
- 1 fatal accident per 16 million departures
- There were no commercial passenger jet deaths in 2017
- Many success stories
 - US Airways Flt 1549 -Hudson River (16/01/2009)
 - QF32 (4/11/2010)
 - EasyJet (05/04/15)









Martin Baker Ejection Seat

Ejection seat handle



Seat pin





What is Culture?

It's how we do business around here
....When no one's looking

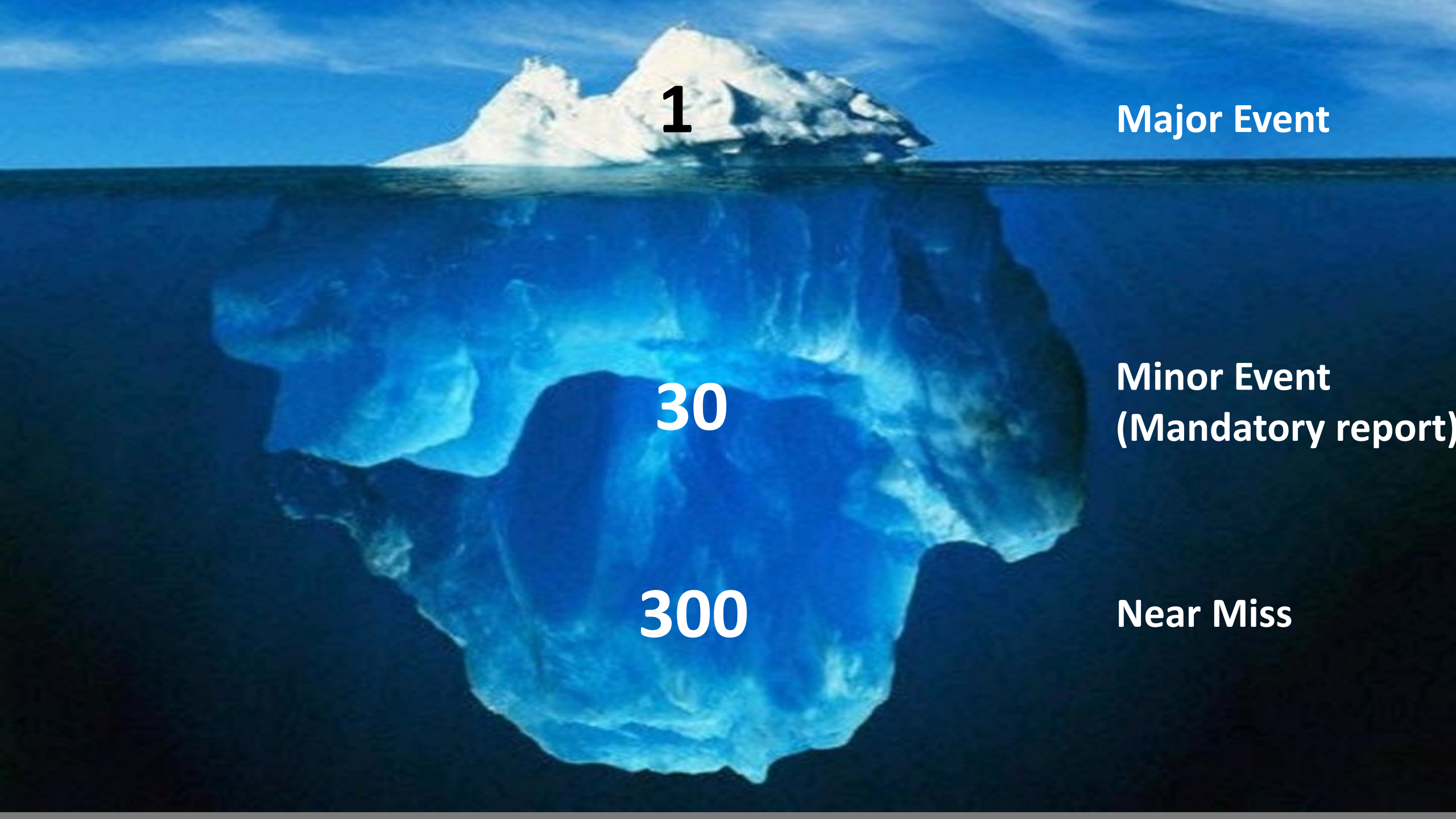


Just Culture...

A culture that recognizes that competent professionals make mistakes and acknowledges that even competent professionals will develop unhealthy norms (shortcuts, routine rule violations), but has zero tolerance for reckless behaviour.

The Benefits of a Just Culture





1

Major Event

30

**Minor Event
(Mandatory report)**

300

Near Miss







The pathway to a better culture

Predictive

It's built into the way we work and think
It's how we do business around here

Proactive

Aware of latent threats and errors
Seek to eliminate beforehand
Listen to the sharp end!

Calculative

Systems in place to manage risks
Data collected but not used

Reactive

Attention is given after the event
Concern about adverse publicity
Establish an incident reporting system

Pathological

Blame, denial, blinkered
Pursuit of excellence
Financial targets prevail

