

Cabin ASAP

The International and Non Labor Perspective



Agenda

- Welcome and Introductions
- Cabin ASAP
- MOU
- Concept
 - International and non-labor perspective
- Benefits
- Impacts
- Q&A

Welcome and Introductions

- Shannon Stewart
 - Cabin Safety Administrator, American Airlines
 - Background: Over 16 years in the industry. Flight Attendant for AA for over 10 years before joining management. Other areas of experience include facilitating new hire training, writing policies/procedures for the FA manual, FA Report trend analyst, Emergency Response and Family Assistance liaison during the aftermath of 9/11 and FA supervisor.

Welcome and Introductions

- Penney Pollard
 - Senior Analyst for Operations Safety Programs, American Airlines
 - Background: Over 17 years in the industry. Some areas of experience include ground school instructor for Human Factors and Safety Training, Code Share auditor, IEP quality auditor, Flight ASAP Administrator for 8 years and during it's inception, Commercial Pilot and Emergency Response Go Team coordinator.

ASAP – not to be confused with...

- Aboriginal Support Assistance Program – Community
- Absent Student Assistance Program – Academic
- Academic Skills Achievement Program – Community
- Accelerated Scholars And Professionals - Academia
- Access To Services Assistance Programs – Community
- Accurate Sensitive And Precise - Academia
- Actions Supporting All People – Community
- Active Shooter And Patrol – Community & Law
- Ada Source Analysis Program – Computing
- Adolescent Student Awareness Program – Community
- Adolescent Substance Abuse Program – Community
- Adrian Smith Album Project – Community
- **Adult Singles At Peace – Internet**
- Advanced Stepper Application Program - Academia
- Advertising Specialties Attractive Prices – Business
- After School Action Program – Community
- After School Activities Program – Community
- After Some Action Pause – Community
- Against Sailormoon Anti Pages – Internet
- Association Of Pinellas – Community
- Alabama Student Assistance Plan – Academia
- Aligning Services And Priorities – Business
- All Souls Are Precious – Community & Religion
- Alliance Of Security Analysis Professionals – Community
- Alternative Student Assistance Program – Community
- Aluminum Steel And Plastics –Plastics
- Always Say A Prayer – Community & Religion
- Amateur Sports Assistance Program – Community
- American Students To Activate Pride – Academia
- Americans for a Sound AIDS Policy – Community
- Application System Authorization Process – Computing
- Area Speed And Power – Academia
- Amateur Radio Army Scientific Advisory Panel – Government
- Army Streamlined Acquisition Program – Government
- Army Substance Abuse Program – Government
- **As Safe As Possible – Community/Law**
- As Simple As Photo Shop – Computing
- **As Slow As Possible – Misc**
- As Soon As Publishable – Community
- Assist Schools Arts Programs – Community
- Assistance For Substance Abuse Prevention – Community
- Association For Students And Postdocs – Academia
- Asynchronous Service Access Protocol – Computing
- Atlanta Sydney Athens Plus – Community
- Automated Staffing Application Program – Business
- Automated Structural Analysis Of Proteins – Medical
- Automated System Adjustment Program – Computing
- Automatic Screen Access Program – Computing
- Automatic Shipboard Aerological Program – Academia
- Automatic Shipment Advantage Program – Govt
- Awareness Science Application And Persistence – Community
- Awesome Site Assembling Program - Computing

Aviation Safety Action Partnership –Govt and Transportation

ASAP Concept

- The ASAP concept
 - The goal of an Aviation Safety Action Program (ASAP) is to enhance aviation safety through the prevention of accidents and incidents. Its focus is to encourage voluntary reporting of safety issues and events.
 - To encourage an employee to voluntarily report safety issues even though they may involve an alleged violation of Title 14 of the Code of Federal Regulations (14 CFR). *

*Source: Federal Aviation Administration

ASAP

- What is ASAP?
 - Aviation Safety Action Partnership
- Who is involved?
 - FAA, Company and Union



Memorandum of Understanding

- A signed agreement to run an ASAP program
- Each party must agree to the terms
- The agreement defines the terms for operating the program

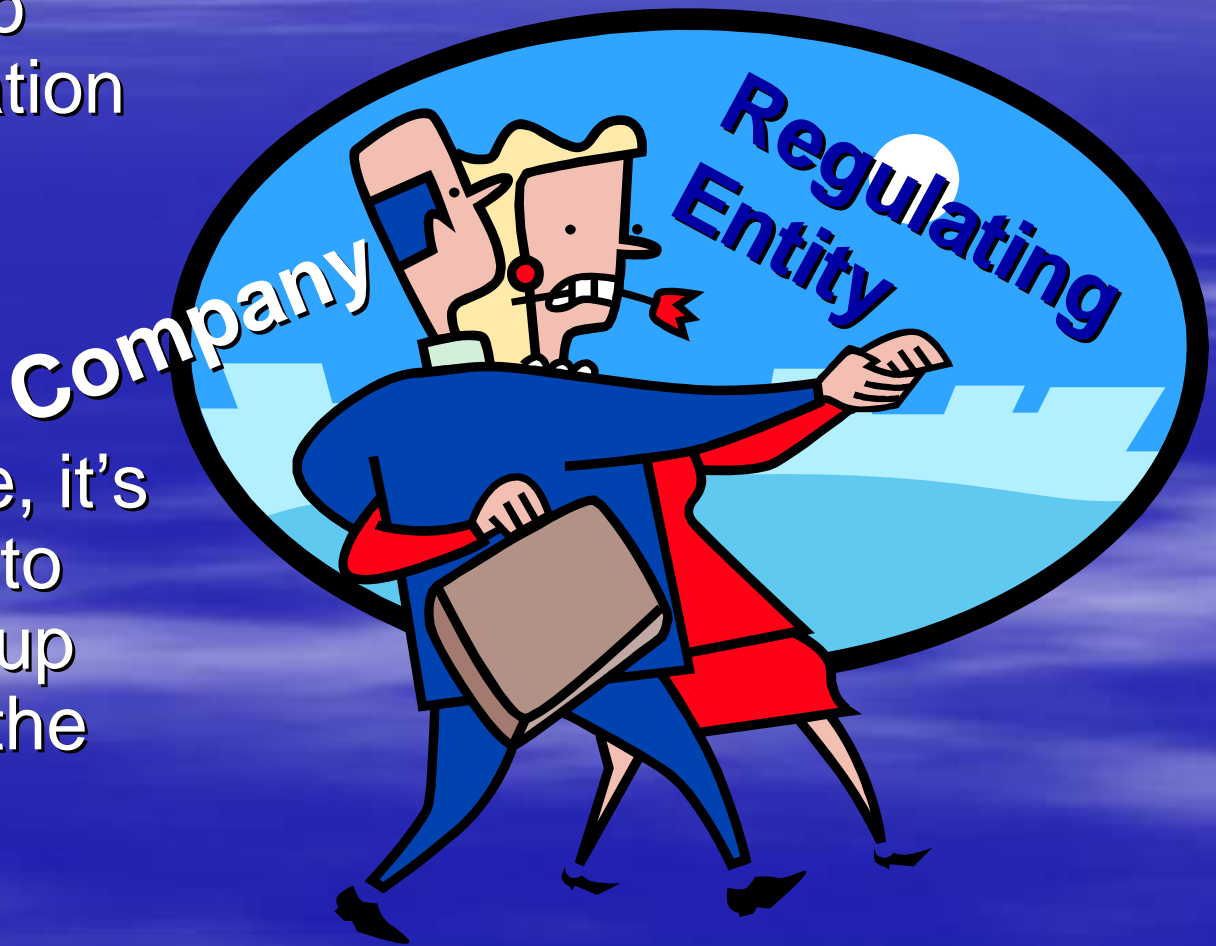
International Perspective

- This concept can be effective even if you have a different regulating entity
 - Your equivalent of the FAA
- The company may elect to have a two party system:
 - Company and Labor
 - Company and Regulating Entity

Two can Tango

- Company has no labor representation

- If this is the case, it's still a good idea to have the FA group represented on the ERT



Company and Labor

Labor Group

- Company elects not to involve Regulating Entity

Company



Optimum ASAP Environment

- Good “buy in”
 - Acceptance from the Executive Level to the line Flight Attendants
 - Unity with the Labor Leadership
 - Approval from the Regulating Entity
- The employee feels no jeopardy in reporting safety events or errors
- Numerous reports are generated suggesting that employees trust the process
- Earning and keeping trust should be a primary goal of the program



How to Build Trust

- Trust can be built by
 - Education
 - Consistent product
 - Thorough research
 - Timely and quality response to reports

Program Manager

- Corporate structure knowledge
 - Credibility with the operating department
- Good rapport with the FAA and the Union
- Good organizational skills
- Ability to multi-task
- Good negotiating skills
- Ability to complete tasks

ASAP Benefits

- Enhance safety at your airline
- Help identify and correct individual and industry wide safety issues
- Provide FAA (or other entity) with better insight into air carrier operations
- Promote voluntary cooperation between the airline and the other program participants
- Encourage airlines to identify and correct their own safety problems

ASAP Benefits

- Help Us
- Help You



ASAP Impacts

- Airlines can identify and train to areas of deficiency
- Feedback is generated to the employee group so they may benefit from reported events and avoid the same threats
- Airline publishes monthly or quarterly summary of recommendations and/or corrective actions

Bottom Line

- Establish a culture of self-reporting within your company in which your employees provide a realistic snapshot of your operation.





Thank you!

