



# *CHINA AIRLINES*

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# **Lessons Learned From Crew Injury & How to Improve**

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- **Historical Background Review**  
**Service Vs Safety**
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# Historical Background Review

## Service Vs Safety

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- Adhere To S.O. P
- Customer Is Always Right
- Food Culture
- Maintain Quality Service
- Cabin Crew' Response To Special Condition

# Adhere to Working S.O.P

## No Exception

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- Authority to Change
- Evaluation Guideline
- Cost & Benefit Analysis
- Management Support

# Customer Is Always Right

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- **Demanding Customer**
- **Management's Attitude  
(Uncontrolled Passenger)**
- **Customer's Understanding**

# Food Culture

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- **Oriental Food**
- **Special Request (Customers Order)**
- **Service Competition**

# Maintain Quality Service

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## Compromise Safety Under Service

- Service Before Takeoff
- Complexity of Service Procedures
- Culture Issues
- When Passenger Complain

# Crew Response to Special Condition

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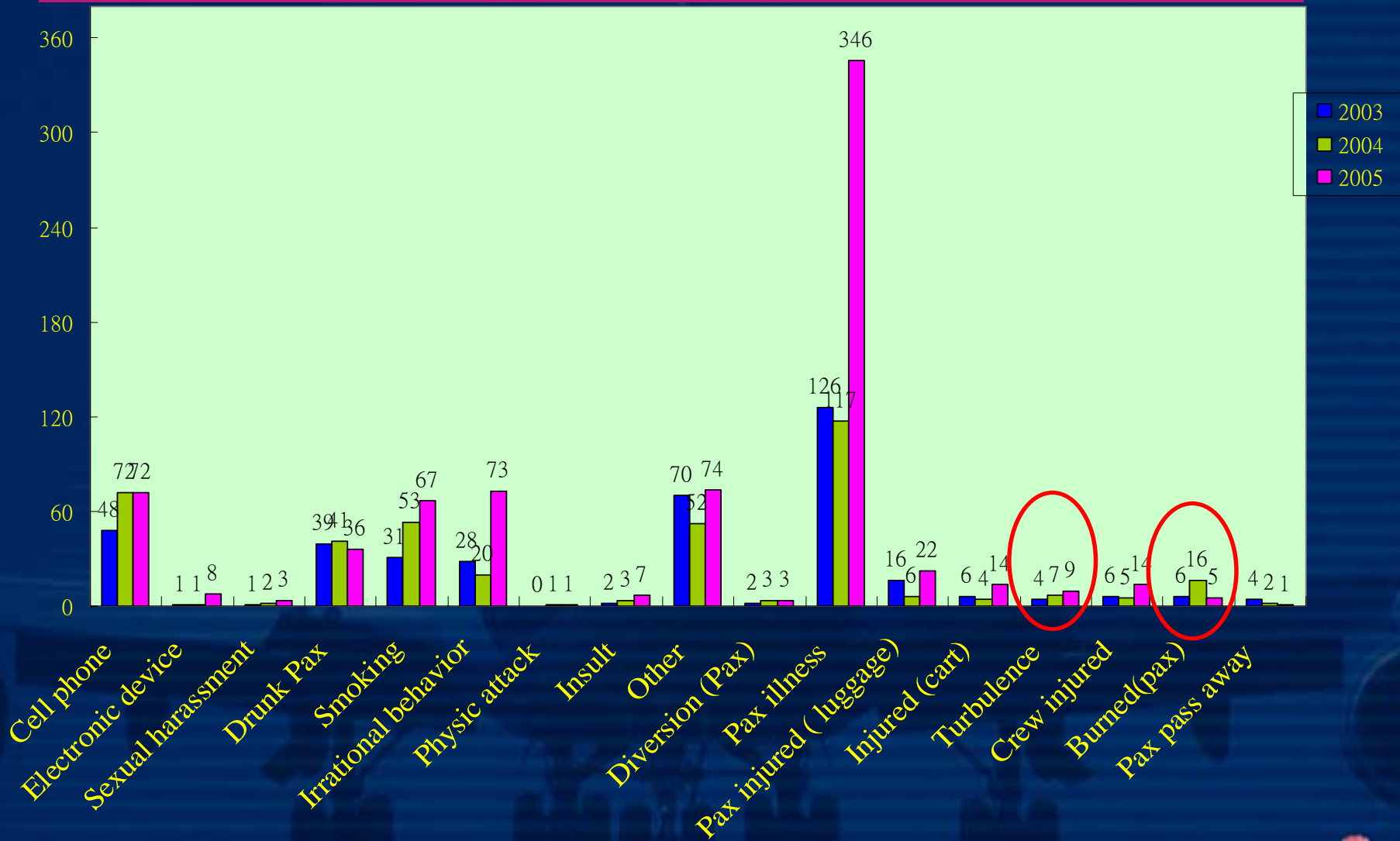
- **Food Cart Loading/Unloading**
- **Special Weather**
- **Decompression**
- **Incident/Accident**

# Injury Category

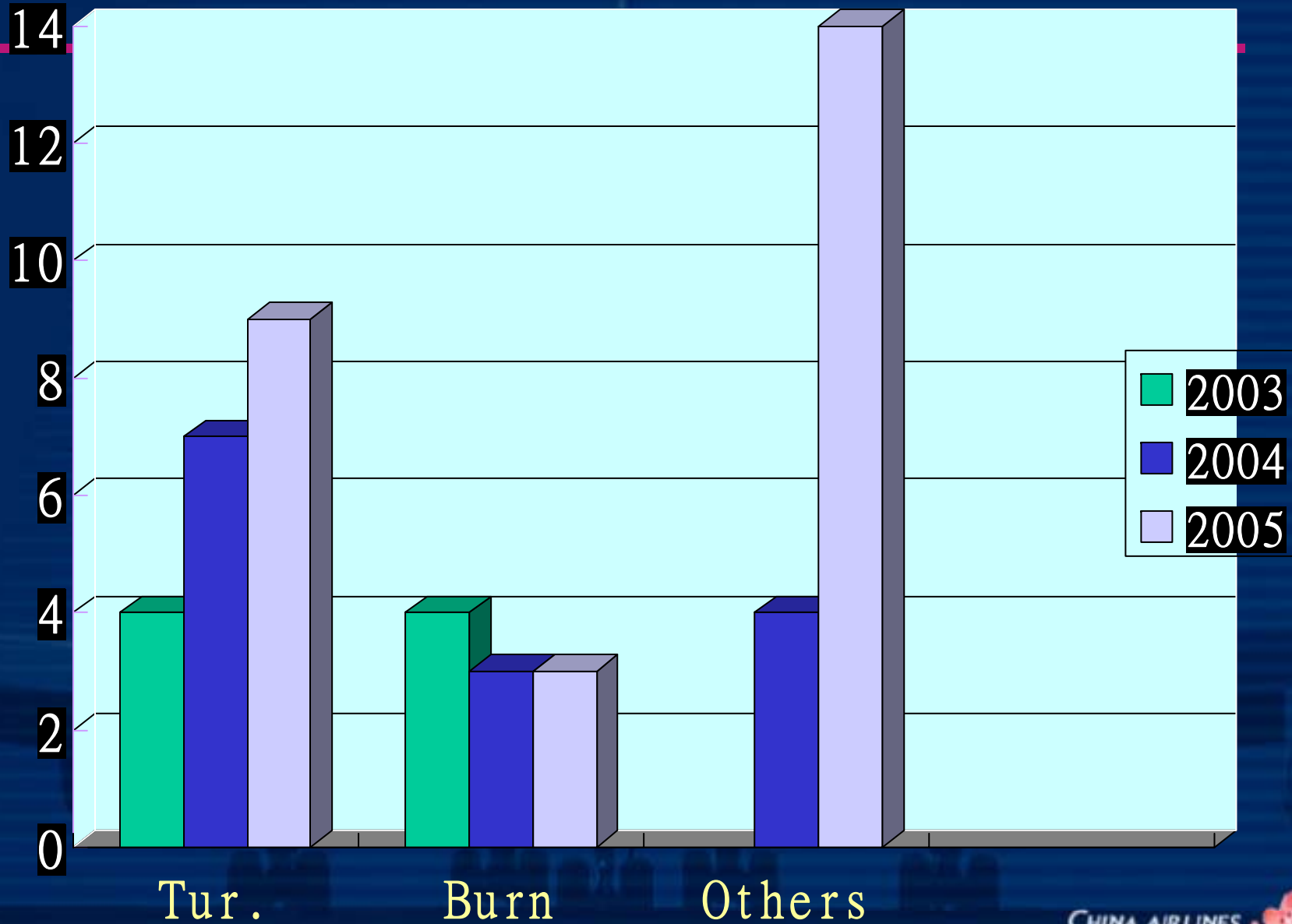
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- **Baggage handling**
- **Meal service**
- **Duty free sale**
- **Turbulence**
- **Training**
- **Airport facility**

# 2003-2005 Statistic



# CAL Injury Statistic



# Law Enforcement (Asian Pacific)

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## Our Neighbor

→ 2004 Japan

→ 2005 Hong Kong

→ 2005 Philippine

→ 2004 CAA Enforcement

# How to Make Us Safer

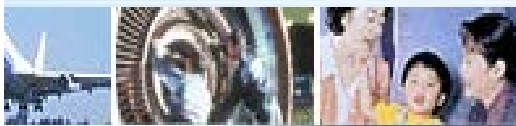
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- **Training (CAL procedure meeting)**
- **Self- Awareness**
- **Safety Policy**
- **Law Enforcement**

# Self- Awareness

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- **Training (different concept)**
- **Monthly Meeting With Pur**
- **Communication with Management**
- **Bulletins 、 Union Meeting**
- **Workshops(different Dep. +CAA)**
- **e- Report**
- **0800-CISAFETY toll free phone line to report safety issue**



## China Airlines e-Safety Report Create New Report

Report By	周禹巍	Event Date	2005 / 12 / <input type="text"/>
Event Place	<input type="text" value="Please keyin where the event happened here."/>		
<i>Description</i>			
<div style="border: 1px solid gray; height: 200px; width: 100%;"></div>			
<input type="button" value="Continue"/>			

# The Law Enforcement

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- Review our regulation to meet ICAO standard
- Education
- Audit
- Evacuation excise
- Update and tailor made the regulation to meet the requirement

# Management Support

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- **Management willing to challenge and not afraid the outcome**
- **Union's Role**
- **Law enforcement**

# Some Final Thought

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- **CAL is a small size airline**
- **Comes from service is above everything to Safety First**
- **Share our straggle and vision**
- **A Safer Flight and A Happy Flight**

**Thank You!**

