



Cabin Audit

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What is Cabin Audit?

- Flying Operations Audit program established in 2002 - Flight Deck Observations
- Cabin Audit program established in 2005
- Program based on LOSA Collaborative TEM methodology
- Cabin program modified to suit operational environment of aircraft cabin
- Each fleet to be audited every 18 months to 2 years
- Cabin Audit team currently has 20 Auditors from both long and short haul from all Australian bases



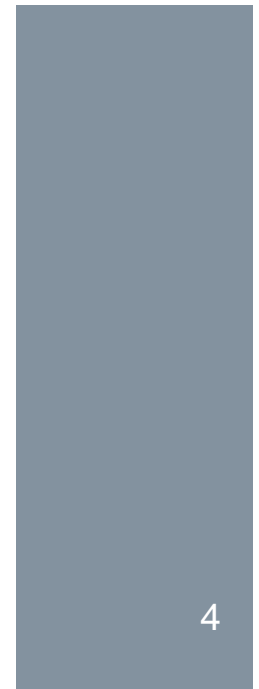
Why Audit?

- Impending regulatory changes: CASR 119 and CASR 121A
- Provide an objective, comprehensive and non-biased account of our cabin operations
- Identify threats, errors and risks to the operation
- Provide information on how Cabin Crew detect, recover and manage errors
- Identify system or procedural deficiencies
- Identify training deficiencies and needs. Provide training material for CRM / HF training - use of CRM Behaviours



Why Audit

- ▶ Provides context on human performance in an operational environment
- ▶ Promote confidence of systemic evaluation rather than individual assessment and checking
- ▶ Provide written evidence of system deficiencies that can be used to provide feedback to external departments on issues which impact upon operations ie Catering, Airports
- ▶ Engages Cabin Crew in our Safety Process - all Cabin Auditors are highly experienced and respected Cabin Crew



What is a threat?

A threat is a situation or circumstance outside the Cabin Crew's control, where they must take action to avoid an increased risk to the safety of the aircraft and/or its occupants.

Threats are divided into the following categories:

- Aircraft threats
- Crew support threats
- Flight deck threats
- Operational threats
- Other threats



What is an error?

An error is an action by a crew member that has an unintended outcome.

Errors are inevitable. How we react and manage the individual situations are an important part of the Audit data.

- Procedural errors
- Decision errors
- Intentional Non-compliance
- Communication errors



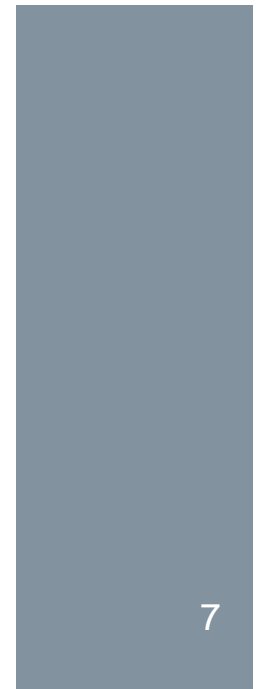
What is an Undesired Aircraft State (UAS?)

A UAS is when the aircraft and/or the occupants of the cabin are placed in a situation where the risk to safety is increased.

UASs occur when threats and/or errors are not detected or mismanaged.

Frequent UASs are:

- Unsecured equipment or luggage
- Passengers standing during taxi
- Cabin crew leaving aircraft doors unattended during boarding



Audit Protocol

- ▶ Auditor will contact CSM 24 hours before flight where possible and advise which sector will be observed
- ▶ Auditor will join Crew at briefing, hotel or on aircraft as applicable
- ▶ Auditor will brief CSM on process and offer to speak to Crew at briefing or on transport as time permits
- ▶ Auditor will be in uniform
- ▶ Will sit in Assist Crew Jumpseat where available
- ▶ Not part of operating Crew for service requirements



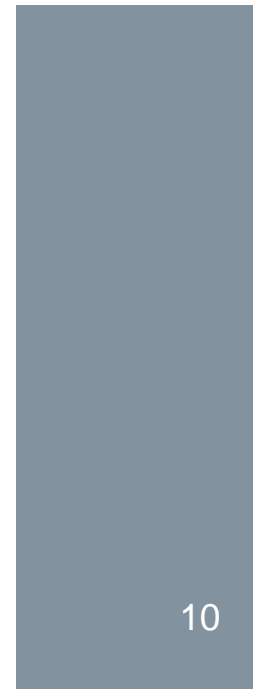
The Audit Process

- ▶ Each Auditor completes 4 observation sectors
- ▶ Narrative entered into data base, threats / errors assigned
- ▶ Data Review of each observation
- ▶ Statistics compiled
- ▶ Report writing
- ▶ Findings
- ▶ Action Tracking
- ▶ Process takes 6 months



Audit Reports

- ▶ Each Audit report is presented to General Manager Cabin Crew and the Chief Pilot
- ▶ Flying Operations Audit and the assigned departments establish agreed actions for each specific finding
- ▶ The action items are entered into a database
- ▶ The standard timeframe for action items to be resolved is 3 months
- ▶ The assigned department must provide physical evidence that the criteria has been met before the agreed action item is closed.



What has been achieved

- A complete revision of the Cabin Crew Manual suite
- Inclusion of SOP training for Cabin Crew
- The introduction of Cabin Standing Orders. These supersede manual information until included in next revision
- Streamlining of the Cabin Safety Operations Committee (CSOC) process
- Changes to a number of procedures across the Qantas Fleet.
- Cabin Crew have gained a greater awareness of Operational Safety Issues due to the profile of the Cabin Audit Program



Looking to the Future

- Growth to 50 sectors per Cabin Audit
- Develop our capacity for utilising the CRM/HF data gathered to ensure compliance with regulatory changes.
- Special Purpose Audits
- Health Check Audits



And Finally....

- ▶ Questions?
- ▶ Comments?

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