

Safety Management Systems in the Cabin

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Flight Attendants are always:

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1. Helping people
2. Answering questions
3. Asking people what they want to drink
4. Asking people to put things away in the proper place
5. Waiting for their turn in the bathroom
6. Picking up trash
7. Trying to do too much in too little time

Flight Attendant Quote:

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“We’re so busy, who has time to even think about safety?”



Cabin Environment:

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- **Since 9/11, flight deck and cabin are even more separated.**
- **Flight attendants are first responders.**
- **They are the first to take decisive steps to protect passengers and airline assets.**

Airline Environment:

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- **By December 2008, US airlines slashed between 12% - 15 % of full time employees.**
- **Biggest job losses since September 11, 2001 when 25% were cut**
- **Aircraft are scheduled with minimum cabin crew!**

More cabin service required:

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1. **Must perform pre-flight duties in a hurry.**
 - **May arrive late to new aircraft**
 - **Make on-time push back**
 - **Frequent interruptions**
 - **Check catering**
 - **Check emergency equipment**

More cabin service required:

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2. Boarding

Now pay to check bags = more bags in cabin

- More bags to secure
- More bags to relocate

More cabin service required:

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3. Emergency rows

- Special briefings
- Trading seats
- Airlines who charge \$\$ for window and aisle seats make it more complex.

More cabin service required:

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4. Monitor passenger behavior

- Cell phones and electronic equipment
- Tampering with emergency equipment
- Lavatories



More cabin service required:

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5. Provide entertainment

- Operate equipment
- Sell headsets
- Sell duty-free items
- Sell food and drinks



More cabin service required:

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6. Provide first aid

- Operate medical emergency equipment
- Coordinate with doctors on ground

More cabin service required:

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7. Trash collecting

- Recycling
- No more ship cleaners

More cabin service required:

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8. Deal with intoxicated and disruptive passengers

Studies show...People do things on planes they would never do in other public places!

More cabin service required:

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9. Help and inform pilots

They see snow on wing.
Hear strange noise.



More cabin service required:

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Flight attendants have high levels of work related stress!



Safety Management System

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Main objective of SMS:

Establish safety culture that will detect and correct safety problems before they occur.

SMS Requirements

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- 1. Identify safety issues and concerns.**
- 2. System for accident and incident reporting.**
- 3. Collecting and analysis of data**
- 4. Corrective action**

Cabin Risk Profile

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<u>Risk</u>	<u>Probability</u>	<u>Mitigation</u>
Flight attendant fatigue	High	Fatigue management program Scheduling
Galley injuries	Medium	Protective gloves, cart locks
Access to secure areas On aircraft		

Collection of reports:

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People won't participate if they think their reports are going into a...

Big Black Hole



Alternatives:

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NASA's Aviation Reporting System (ASRS)

or

**Association of Flight Attendants (AFA)
Incident reporting Form**

Analysis of Data

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Crunching numbers from databases can reveal connections among seeming unconnected things and can predict human performance.

Prof. Ian Ayres, Yale School of Management

Conclusion

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- **Flight Attendants have more and more duties.**
- **Flight Attendants have high levels of work related stress.**



SMS in the cabin will:

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1. Improve safety and comfort of passengers.
2. Encourage fact finding to make the right decisions
3. Save \$\$\$\$\$\$\$\$\$\$.

Questions?