

CRM

Closed Door, Open Communication

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Agenda



- CRM History
- Current Status
- Reports: What are they telling us?
- Where are we headed?
- Party status – Who will be joining us?

CRM - History



Trained-
Crew

Developed

Concept

Emphasis -
Safety

Common
Language

Current Industry - Status

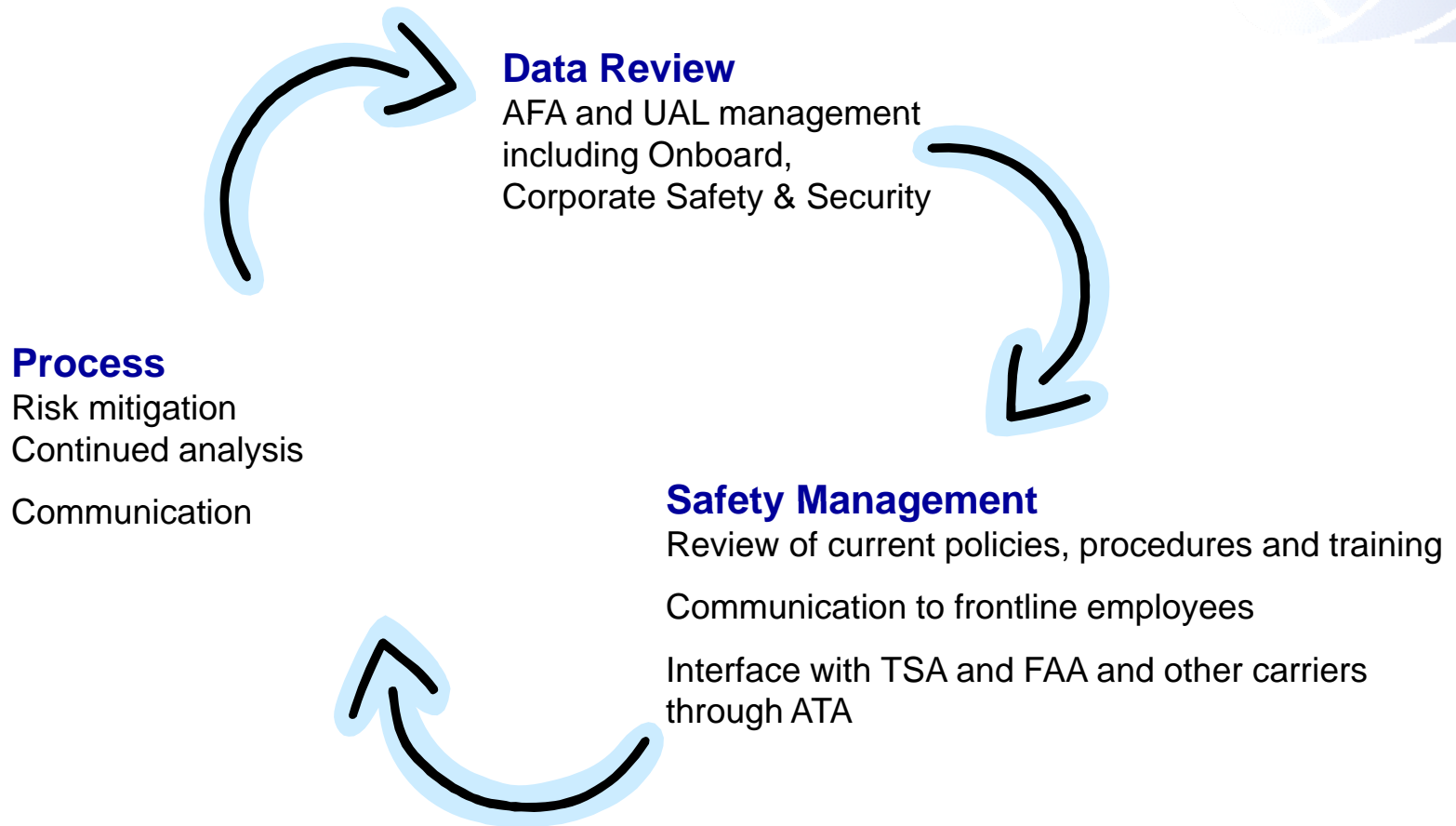


- Advisory Circular 1/22/04

- - 9/11

- Heightened Security Events

Risk Management Process



Data Analysis Summary



2007	

2008	

2009	

DATA – What it is telling us



Actual Observations



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Next Steps – Where are we headed?



- Adding of other Divisions
 - Dispatch
 - Airport Operations
 - Maintenance
- Training incorporating Common Language
- Adding stronger security component
- Bringing in Industry experts
- Party Status:
 - FAA
 - TSA/DHS
 - UA – SW, FO, DSP, AO

Recap



- Objective
- History
- Status Current
- Data
- Next Steps

As safety professionals we feel a strong obligation to continue to share issues and concerns regarding safety risk....

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Thank you!.....

It's Time to Fly[®]