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Safety Recommendation:

Agencia Estatal de Seguridad Aérea should review its policy with regard to continuing oversight of air carriers, in particular those conducting remote operations.

Response:

The Director of safety Analysis and Quality Management, Agencia Estatal de Seguridad Aérea, advised the AAIU by letter dated 28 April 2014 that:

“Changes in the operator's oversight teams:

In the past, oversight activities were performed exclusively by flight operations technical experts (pilots) based in both one inspection to the operator's base and flight inspections.

Version 4.0 to the procedure P-DSO-AOC-01 dated April 16th, 2012, modifies the oversight procedures. With this amendment, oversight is to be performed by a qualified multidisciplinary team of pilots, cabin crew specialists, aeronautical engineers, ground operations experts, etc. The civil servant aeronautical engineer acts as the coordinator of this team. This procedure stipulates the different types of oversight activities, comprising 10 audit and inspection areas, and also includes the performance of inspections to the operator's different bases.

AESA established a new procedure for the qualification of inspection personnel, which brought in the necessary initial and recurrent training for the personnel part of the operator's oversight team.

Changes in the methodology of operator's oversight:

An IT application was implemented for the planning and following-up of operator's inspections actions, including the establishment of inspections in remote bases.

Revision 4.1 to the procedure P-DSO-AOC-01 of June 17th, 2013 modifies the guide material for inspection personnel used for performing oversight actions. Such material contains, among other issues, the revision of procedures and processes of remote operations by the operators.

Procedure P-DSO-AOC-02, dated June 17th, 2013 establishes internal standardization meetings amongst the personnel that performs air operators oversight.

Notification of activities in operator's remote bases:

Written communications dated June 24th, 2011 and February 29th, 2012, request that all operators must notify AESA of all remote base operations performed, so that AESA can assess the oversight necessary to be performed over such operations.

Additionally, a remote base operations notification process will be incorporated into the air operators (AOC) oversight procedure for those operators performing remote operations. This notification process establishes the criteria, under which the oversight of these operations is to be performed, that will depend on the time duration of the operation and its characteristics. The audits to these operations by the operator will be verified and, additionally, the criteria will evaluate the need to perform specific inspections by AESA to the remote base.

New methodology to facilitate the continuing safety oversight:

AESA's CAT (Commercial Air Transport) Operators Safety Committee, chaired by AESA's CEO and composed by the AESA's managers and experts who are involved in safety and financial oversight of Spanish air operators, developed a methodology to evaluate the safety risk picture of air carriers. This methodology takes into account all data and information available with potential impact on safety:

- Findings from AESA's Annual Safety Oversight Plan
- Occurrences from the Spanish MORS (Mandatory Occurrence Reporting System)
- Number of operations and Airline category (risk exposure)
- Registered air fleet
- Administrative proceedings (qualitative analysis)
- EASA's SAFA reports
- Financial information

This information is used to get two types of indicators: safety and financial indicators. Each air carrier is showed in a risk matrix using its two indicators:

- Risk Matrix (View Image at URL below)

<http://www.aaiu.ie/sites/default/files/SRs/IRLD2014008%20RISK%20MATRIX.jpg>

In addition to the risk matrix, there are other types of charts developed for each operator:

- Multivariable risk (View Image at URL below)

<http://www.aaiu.ie/sites/default/files/SRs/IRLD2014008%20MULTIVARIABLE%20RISK.jpg>

- Time analysis of Multivariable risk (View Image at URL below)

<http://www.aaiu.ie/sites/default/files/SRs/IRLD2014008%20TIME%20ANALYSIS%20of%20MULTIVARIABLE%20RISK.jpg>

- Time & trend analysis of each safety indicator (View Image at URL below)

<http://www.aaiu.ie/sites/default/files/SRs/IRLD2014008%20TIME%20%26%20TRENDS%20ANALYSIS%20of%20EACH%20SAFETY%20INDICATOR.jpg>

- Time analysis of operator' status along the risk matrix (View Image at URL below)

<http://www.aaiu.ie/sites/default/files/SRs/IRLD2014008%20TIME%20ANALYSIS%20of%20OPERATOR%20STATUS%20ALONG%20RISK%20MATRIX.jpg>

This methodology is being used to concentrate our safety oversight resources on those operators showing a major risk concern. AESA believes that this safety-risk-profile approach to safety oversight enables a more systematic, effective and efficient safety oversight of Commercial Air Transport Operators.”

AAIU Comment:

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