

Leading in Ground Operations Safety Through Expertise Globally

Masterclass Workshop: Safety Risk Assessment and Root Cause Analysis

Duration: 2 Days [16 training hours]

Facilitators:

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Overview: Ground damage to aircraft represents a \$12B/yr. cost to the aviation industry, much of which is caused by GSE and human factors. This course provides participants with practical insights to ensure that GSE & ground operations are risk assessed on an ongoing basis to maintain an acceptable level of safety performance. Furthermore, it provides for practical insights into the identification of root causes in both quality and safety-related problems.

Objectives: Using operational scenarios, participants will:

- Learn how to identify & analyze hazards common in ground operations
- Apply various risk assessment models used in ground operations
- Develop plans to achieve & maintain an acceptable level of safety
- Adopt an investigative perspective to achieve the real root cause(s) in incidents and accidents
- Understand how this approach applies to both safety and quality assurance

Outline:

- Definitions & Terminology
- The risk management process
- Risk Assessment models used in ground operations
- Risk assessing ground support equipment before commissioning
- Case studies of risk assessed GSE
- Risk assess new or existing processes and procedures
- Practical exercises to prepare for investigations
- Focus on Root Cause Analysis
- RCA Practical exercises: Work in groups to identify Root Causes

References: IATA AHM, IGOM, ICAO SMM

Additional information:

Participants may bring their laptops to facilitate learning & assignments. English is the level of instruction as such a good level of English proficiency is needed.

Evaluation: Participants will undertake an exam at the end of course.

Instructional aids: Presentations, group exercises & discussions.

Target Audience: This course is open to the public providing great benefit to:

- Current students
- Recent graduates
- Aviation professionals
- Aviation organizations (airlines, airport authorities, ground service providers, General Sales Agents with oversight in ground operations, aviation security firms)
- Insurance firms, brokers & underwriters providing aviation insurance services