

# INFLUENCE OF QUALITY ON AIR TRAFFIC GROUND SUPPORT AND SAFETY

Andrea Botková – Peter Koščák

The final work is characterized by its quality and impact on the ground to ensure and aviation safety and the application of this system to operate the airport. In the introduction the specified quality and safety in aviation accidents aviation and flight optimization. It is also characterized by ground handling, its Current state and new ideas to improve the activities required of a corresponding task. An important factor in maintaining the quality of the professional staff preparedness chart, the necessary qualifications and practical training.

Key words: Quality management, safety, ground handling

## 1 INTRODUCTION

The quality of the air depends on several parameters, such as safety, accident rates, the impact of aviation on the environment, as well as comfort, speed, quality of service and so on.

The indicated principles of state transport policy in the Slovak Republic are "permanently improve the quality of transport services, including the development in line with global trends in promoting systemic change in the quality and the effective management and support the establishment and development of management systems and quality assurance in transport. "The systems are built on the basis of quality system certification by independent organizations according to their associated procedures and guidelines of the EU.

## 2 AVIATION SAFETY

The basic and most watched quantitative indicator in the aviation Aviation Safety, which has a decisive effect on the quality of the transport department. The aviation safety is the most important but what is important is whether it is able to ensure quality. European Aviation Safety Agency to assist the community in the development and consistent application of the requirements of civil aviation. The draft law on establishing common rules on aviation, which proved to be necessary following the tragic events of 11 September 2001 in the United States, particularly concerning access control and checks of passengers, baggage and cargo at airports.

### 2.1 The new Aerodrome safety requirements

Along with the increase in air traffic is increasing, and new needs. It should be flexible to manage infrastructure, build the necessary capacities and mainly with those containing costs. Requires a reduction of delays and limit the impact on the environment. An increasing use of technologies designed for global management of operations during the flight of the call enables you to respond appropriately. Coherence between organizations, staff and equipment on board aircraft on the ground and in airspace ensuring the safety and efficiency of air traffic management. The requirements are to be applied uniformly and synchronized. Therefore,

it is necessary for introduction of new rules and procedures enabling ensuring an adequate level of safety of flight systems.

Training and qualification of staff play an important role in safety. Air traffic controllers, pilots, staff in the production and maintenance of aeronautical products, parts and equipment are or will be subject to common rules relating to the qualification and licensing.

## 3 GROUND HANDLING SERVICES

Although not always are visible ground handling services, passenger experience at airports and in the air depends on their quality. Whether it's the correct reception of passengers at the airport or their baggage manipulation of, cargo handling and post, correct preparation of the aircraft (for example, cleaning the cabin), and services essential to the safety of flight operations (eg (de-icing aircraft), comfortable, reliable, secure ago will not operate without them. Directive of the year 1996 on ground handling services are mainly focused on opening access to the ground handling market and led to the creation of dynamic markets of ground handling services. The degree of competition in services with limited access, as well as the access regime is still in the Member States varies considerably.

Regulation as of ground handling services must adjust the safety and effectiveness of these services for the benefit of all who use airports. These services should take into account environmental considerations. In the handling of mobility devices, medical devices, and with other types of devices which are for passengers with disabilities need, must respect the highest standards of quality. Damage to these devices can have an adverse impact on passengers with disabilities, it can lead to serious health risks and limiting mobility. In this context, therefore, among other measures, to consider specific personal training of services ground handling, exceptions to the general rules for handling baggage in diameter and compensation of such devices.

Airlines, airport operators and companies providing ground handling should ensure that the prices they charge for ground handling services were adequate. Ground handling services are not efficient enough. In the absence of criteria to entry as a result of the application of Directive 96/67/EC are still between EU airports

substantial qualitative differences. EHSV supports the objective of ensuring the market higher capacity and quality based on more competition, an independent public decision and harmonized rules. In an industrial labor intensive, such as. Ground handling services need to consider important social questions. Major events that led to severe disruption of aviation, such as a crisis caused by volcanic ash and extensive snowfall, stopped traffic at key airports and revealed the need to improve the coordination of ground operations at European airports and the network itself as a whole and the need to strengthen the rights of air passengers.

EHSV welcomes the intention to standardize the quality of ground handling services at EU airports. This reform would oblige airlines to ensure reasonable charge for luggage transportation routes throughout the flight, irrespective of carrier. Passengers would accelerate and facilitated transit. Safety and protection of the contents checked baggage theft should be strengthened. It is necessary to introduce measures to strengthen quality standards.

### 3.1 Prescription č. 641/2005 Z.z.

#### **The Government Regulation Slovak Republic on market access services for passenger and cargo ground handling of aircraft**

Government Regulation regulates the details on market access services for passenger and cargo, ground handling and of aircraft for public airports in Slovakia. The law is engaged approach the ground handling market at airports, which is year transportation for the preceding calendar year, at least two million passengers and 50 000tons of cargo, each provider of ground handling services is based in a member state of the European Union. If airport achieves that limit only in freight transportation, access to the ground handling market does not apply to categories of ground handling services provided exclusively for passengers.

The number of ground handling service providers at the airport in providing of selected categories of ground handling services may be limited to less than two. If the airport operator in accordance with this provision limiting the number of providers of ground handling services at the airport must be chosen by those paragraphs. Airport operator of the constraints informs the Ministry of Transport, Posts and Telecommunications of the Slovak Republic (the "Ministry") and specify whether alone provides selected categories of ground handling services at the airport.

## 4 SAFETY MANAGEMENT SYSTEM

Safety Management System (SMS) is defined as a systematic approach to managing safety, which includes the necessary organizational structure, responsibilities, policies and procedures. Experiences in which the violation of the principles of security operations has a

significant impact on the security of the population or could critically endanger the environment and lessons learned from the results of the investigation of air accidents emphasize the importance of managing the security of a systematic, proactive and unambiguous way. ICAO standard requires the implementation of the management system in the field of:

1. Operation of Aircraft
2. Flight ability of aircraft
3. The provision of air traffic services
4. Airport operations

The benefits of SMS:

- Increased safety performance reduces cost associated with flight. Accidents and incidents
- Increased awareness of the requirements of the regulator reduces the possibility of repression
- If employees see that safety is a priority within the company, it increases their morality
- Increased efficiency reduces costs
- Through SMS can demonstrate effective control of insurance risk in relation to the operation, which can reduce the cost of insurance
- In terms of trading partners, banks and investors more confident you are, if you prove an effective management system

The main elements of the SMS:

*Achieving safety* - implementing competency, SMS documentation, responsibility management, external services, risk management, an acceptable level of safety.

*Ensuring safety* - safety checks of is achieved by, monitoring, security, safety record of and documented risk assessment.

*Enforcing safety*- is achieved by disseminating lessons involving personnel / training, communication of safety.

### 4.1 Personnel manning and training

Introduced by the system has to clearly define the responsibility of individual employees and determine appropriate numbers of well-prepared personnel to perform tasks with regard to maintaining the level of security provided. Documentation has set requirements for the professional competence technical staff. The aim is that only adequately trained and competent personnel perform work that affect the safety.

### 4.2 Quality planning - principles, management, improvement

Planning is very important when managing. A simplified definition is - the process of establishing organizational goals and how achieving. Quality planning characterized as a process of forming quality objectives and the development of the means to achieve these goals. The result of quality planning as a process of forming and training objectives to achieve them should be a procedure

to achieve the objectives. In the process of improving quality is a major effort focused on improving the existing situation and the result should be to achieve a higher level of quality more than planned.

Quality planning a variety of activities the decision of the final quality product or service. It is necessary to strive for constantly improving quality, that attribute currently a necessary for maintaining the competitiveness of the organization. Continuous improvement is also one of the basic principles of quality management.

#### 4.3 Principles of quality planning

The standard ISO 9000:2008 quality planning is defined as "a part of quality management focused on determination of quality objectives and the specification of the necessary processes and related resources for their completion." The note is further states that part of quality planning can develop quality plans, which represent documents specifying what procedures and their respective resources will be used.

Quality planning is a basic starting point to achieve the required quality of products. An important starting point for the quality of planning is to establish the quality objectives. The growing importance of quality planning is related to two main trends in the field of quality management. The first one can be characterized as a shift from strategy detection to strategy to prevention. Detection strategy was focused on the application of optimization methods and to apply methods, which should ensure in order the customer did not receive non-compliant products and services. The second trend can be characterized as a shift from quality assurance "on-line" for ensuring the quality "off - line", therefore how of care shift the quality of the production phase of the design phase. Using appropriate methods "offline" can prevent potential problems in phases production and consumption.

#### 4.4 Quality Management

Establish management of quality mean to understand the basic idea of the content and forming the core principles of quality management and have the knowledge and experience of the application of methods and techniques of systematic approach. Effective implementation in different business conditions is only possible if we understand the basic principles, practical techniques and specific techniques that have evolved with the development of quality systems. Six basic principles of quality management: focus on customers and markets, constantly planning, provision, improvement and benchmarking of quality, focus on processes and results, lifelong learning, participation of all workers in the management of quality, use appropriate methods and tools for quality management.

The term quality management includes the drawing up and implementation of the basic documents describing the role of top management, as well as other

hierarchical levels in relation to quality management such as developing a vision, strategy, policy and quality objectives, regular review of achieving results of planned in these documents and the use of appropriate methods and instruments for quality management.

Under the management of the quality we accustomed understand mainly building and maintaining a quality system according to one of the ISO 9001:2000 standards. Management of quality, however, depends on some fundamental approaches such as Total Quality Control and Total Quality Management.

The term control expresses procedures rather technical - organizational , used by every day to maintain the desired level of quality. Quality Control according to Juran the "regulatory process by which we measure actual quality parameters, compared them with goals relating to the quality and perform corrective measures in the event of inadmissible difference" (Juran. 1999). The sense is therefore to maintain a stable level of quality.

#### 4.5 Improving the quality

Improving the quality means achieving a better level of quality compared to the previous condition. Improving of the quality of occurs in the new state , which is clearly better than the previous state. So they achieve a better level of quality compared to the prior art. There are two basic approaches to improve quality - the successive and radical. The main approaches to quality improvement belongs state:

- KAIZEN as a general Japanese philosophy improvement,
- KVP (Kontinuierlicher Verbesserungs Prozess)
- Continuous Improvement- the continuous improvement,
- ZEBRA-approach with name 'Improving economic the future of realizations of actual ideas

The most well-known approach at radical to quality improvement is the concept of reengineering. Reengineering is the fundamental rethinking and radical rebuilding of business processes to achieve dramatic improvement indicator's performance such as cost, quality and speed. The main purpose is to analyze the structure of the organization and its adaptation to the working process, its activities organization and desired outcomes.

## 5 CONCLUSION

The main objective of the airlines to enhance the effectiveness, efficiency and quality, Quality Management System is now inevitable. The quality of service results from the quality of service provision, so as to address all activities and personnel services. How to meet the requirements and qualifications to provide the quality services to those sections. They must therefore be

properly trained, tested continuously, or pass practical tests and exercises. The terrestrial ensure rescue workers include firemen, workers POL, LPL personnel, dispatchers and workers performing handling services and others.

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#### AUTHORS' ADDRESSES

Botková Andrea, Ing. Department of Air Traffic Management  
Faculty of Aeronautics Technical university of Košice,  
Rampová 7, 041 01 Košice, [chalkofylit@azet.sk](mailto:chalkofylit@azet.sk)  
Peter Koščák, Ing., PhD. Department of Aviation Engineering  
Faculty of Aeronautics Technical university of Košice,  
Rampová 7, 041 01 Košice, [peter.koscak@tuke.sk](mailto:peter.koscak@tuke.sk)