

ANALYSIS OBJECTIVES SMS AND POSSIBILITIES TO INCREASE AIRPORT SECURITY CULTURE OF STAFF

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Summary: The aim of the diploma thesis is to characterize individual elements of The system of safety management (SMS) and to emphasise the importance of safety culture increase on an airport. The diploma thesis consists of four chapters. The first chapter contains basic characteristic of The system of safety management and its individual components where belong safety politics, risks management, safety control and safety culture. The second chapter deals with the safety culture itself. It emphasises the importance of development of its units as communication, courses and training of workers and its constant improvement. It highlights aims, advantages and reasons for its improvement. The content of the third chapter includes requirements of courses and individual trainings of professions in airline companies. In the last fourth chapter, there is a design of periodical course and training of workers of safety control of passengers and baggage.

Keywords: Safety management system, safety culture, risk, courses and training

1. INTRODUCTION

An air service belongs to the activities that have to face various risks every day. We are not able to eliminate these risks completely, but we can decrease them at an acceptable level. In an air transport, there should be a priority to constantly level safety up. Based on this idea, the System of safety management (SMS) has been established in the air service. SMS is a process by which an air company commits to ensure the safety at the same level of priority as the other air processes.

In order to reach the safety, it is needed to change also thinking of the airport employees by a creation of positive safety culture. Its aim is to ensure safety and set a particular way of living at the workplace. It would be based on the mutual cooperation. The main priority of safety culture is to reach the awareness of responsibility for safety of each employee in the air service. A positive safety culture emphasizes the fact that employees have to know precisely what their tasks are and they have to know their responsibilities during performing their work duties. Regular courses, education and trainings of employees, open and direct communication at various levels in the air service serve for it. The aim of educational program is to ensure that employees are qualified to fulfil their tasks. It leads to the decrease in potential risks and to the increase of the safety level. It is important to involve airport employees in the solving of questions dealing with safety, to provide an opportunity to express own ideas and attitudes to given issues and to find support in the management when they make a decision about safety. On the other hand, they have to be aware of the fact that intentional breach of safety will not be accepted.

It is important to make the airport safety culture part of everyday activities at all organizational levels of a company in order to enable employees to identify with it in such a degree that it would really become their “culture”.

2. SYSTEM OF SAFETY MANAGEMENT

The System of safety management (SMS) is composed of activities that lead to constant increase of airport safety processes. An aim of these activities is to ensure that all risks, that threaten safety, will be secured, considered and consequently, preventive steps will be accepted.

According to FAA AC, SMS is “a formal company approach to the safety risk management based on the strict company hierarchy in the up and down direction. It includes systematic procedures, practices and principles for safety management (including regulation of safety risks, safety politics, assurance of safety support and more).” **Chyba! Nenašiel sa žiaden zdroj odkazov.**

System of safety management is composed of four main components where belong:

- a) Safety politics,
- b) Risks regulation,
- c) Safety control,
- d) Safety culture.

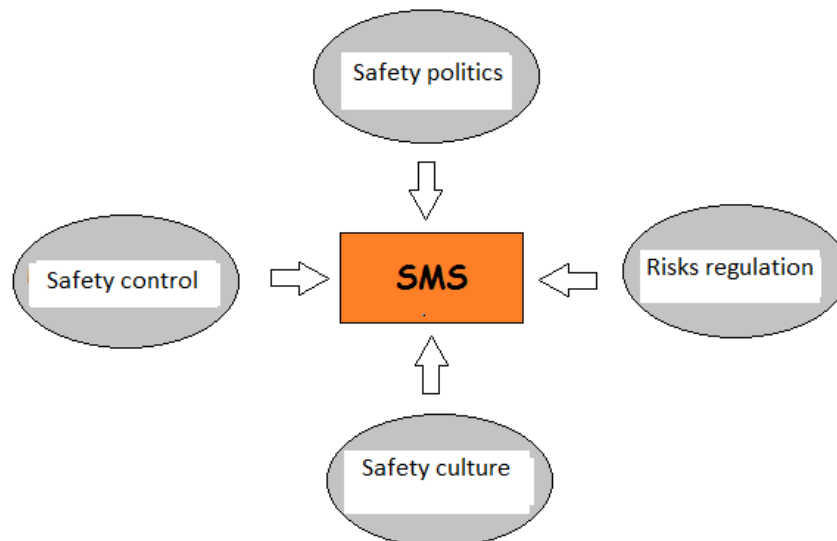


Figure. 1 SMS components

3. SAFETY CULTURE

The safety culture is one of four basic elements of the system of safety management. A culture is an environment which significantly influences thinking, opinions and behaviour of people. It sets so called “rules of the game” by which it tries to show us how to behave under normal and also unusual circumstances. It is a summary of all methods how people try to solve their problems in a given environment. **Chyba! Nenašiel sa žiaden zdroj odkazov.2]**

The safety culture may be defined also as an approach and responsibility of employees at all levels of organizational structure for safety. The safety culture means that each employee is responsible for the safety in a company. A top management of the company bears responsibility for its level and development. The management should influence an approach of employees to safety and by means of that it should create a positive safety culture. **Chyba! Nenašiel sa žiaden zdroj odkazov.**

The development of positive culture has to start with the top management of the company and proceed to employees at the lowest levels of organizational hierarchy. A particular trust has to develop between the management and employees. In safety questions, the employees have to feel support from airport management.

The following chart shows characteristics of particular safety cultures.

Table 1 Characteristics of a safety culture

<i>Safety culture</i>	<i>Inadequate</i>	<i>Average</i>	<i>Positive</i>
<i>Characteristics of a safety culture</i>			
<i>Risks information</i>	Suppressed	Ignored	Sought
<i>Reporters of safety problems are</i>	Refused	Tolerated	Educated and supported
<i>Responsibility for risks</i>	Avoids the responsibility	Not precisely defined	Everybody is responsible
<i>Spreading information about safety</i>	Not practised	Allowed but neglected	Appreciated
<i>Failure leads to:</i>	No correction	Minor correction	Finding a reason and accepting corrections
<i>New gains are:</i>	Disallowed	Considered a problem	Welcomed

The safety culture has to contain the following components in order to be able to constantly develop and fulfil its function within the framework of SMS:

- a) Communication,
- b) Courses and training of the employees,
- c) Constant improvement.

3.1 Communication

It is important to realize that any kind of organization, whether it is an air company as it is in our case or a company that is aimed at different kind of activity, cannot improve without well-set communication. Managers should use communication as a tool to influence working output and behaviour of employees positively. It would favourably influence fulfilment of safety aims of an organization. The employees have to be informed about these aims. [3]

It is important that the communication about the safety would be effective in order to have working safety culture in an air company. It means that employee/employees, who receives a message, sufficiently understands it and by means of it a task from the message will be fulfilled.

In a company an effective communication is greatly influence by the following facts:

- Complete and trustworthy information,
- Mutual trust between company management and employees,
- Suitable work conditions,
- Frequent and unbiased dealings with employees,
- Minimizing of workplace arguments,
- Acceptance and following identification with safety culture.

3.2 Education and training

The State safety programme of the Slovak Republic, which is being published by the Ministry of transport, construction and regional development of the Slovak Republic, deals with the education and training of employees of a civic airport. The State safety programme is prepared in accordance

with the Safety reference book of European civil aviation conference. **Chyba! Nenašiel sa žiaden zdroj odkazov.**

An aim of the safety programme is to ensure that each appointee and trained employee working at civic airport (a corporate entity of civic aviation or a corporate entity cooperating with civic aviation) would be able to fulfil and perform preventive steps to protect civic aviation against actions of unlawful conduct and equally would be able to react swiftly in an emergency. Employees working at a civic airport have to take part in course (standard or special). A range of course is set on the basis of their duties and responsibilities during fulfilling tasks of a civic aviation protection. The special course is intended for employees who ensure fulfilment of safety steps. On the other side, employees who do not ensure fulfilment of safety steps have to take part in the standard courses. **Chyba! Nenašiel sa žiaden zdroj odkazov.**

3.3 Constant improvement

The safety culture requires constant improvement in order to fulfil its function and to bring a particular benefit for an air company. Under this term we can understand various activities of an air company that lead to increase of safety level in any are of a company. An improvement is a constant process by means of which we try to achieve qualitative and security improvement of safety culture, whether it is in production processes or non-productive ones. An abovementioned aim can be achieved through taking place of improvement processes.

One of these processes is a frequently used Deming cycle PDCA. Its cycle is captured in the picture number 2.

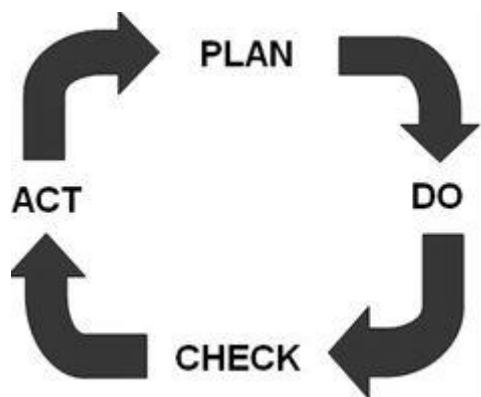


Figure. 2 PDCA cycle

In the picture, we can see that there is constantly repeating process of four steps which present simple but very effective method of quality safety improvement.

The safety culture improvement is considerably supported by activities such as:

- Safety monitoring practices,
- Safety control,
- Visual inspection,
- Quality assurance,
- Safety audit practices.

4. PERIODICAL COURSE FOR EMPLOYEES OF THE SAFETY CONTROL OF PASSENGERS AND BAGGAGE

An aim of the course is to strengthen acquired knowledge from the basic course and to add new information that will bring a benefit for quality work in safety area of the employees of the safety control. Those who successfully pass the course should be prepared to perform their work duties at the highest possible quality and safety level.

4.1 Course participants

Suggested course is aimed exclusively at employees of the safety control of passengers and baggage.

4.2 Range of course

A timetable of course is scheduled in the space of 16 hours. The course will be aimed at eight topics divided in two hours.

4.3 Subject of course

A purpose of course is to improve knowledge and skills of employees in the following areas:

1. Health preparation,
2. Social norms,
3. Self-defence,
4. Recognition of dangerous objects,
5. Work safety,
6. Organizational norms,
7. Legislative,
8. Solving of unexpected situations.

Individual topics will be submitted in form of lectures but also practical object-lessons and following training under the supervision of the qualified experts for particular area of subject of course.

At the close of the course, each employee will take final exam which will consist of written and practical part. Its aim is to compare the level of knowledge and skills and working output of employees of the safety control of passengers and baggage.

4. LITERATURE LIST

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