

# ***EASA Decision 2015/22/R*** **ENAC experience**

***Part III***

***Point of view of a Regional Office***

**Capt. Gualtiero Maiocchi**  
**Ente Nazionale Aviazione Civile**



**Cologne, 8 November 2016**

**...at the end of september 2016 Enac Milano regional office, has completed the Operators oversight for *Decision 2015/22/R* 's implementation**

The operators has demonstrated their OM's compliance with Decision 2015...

Enac team filled all documents....BUT

**....IS THIS ENOUGH ?**

## OPERATOR TYPE Aircraft

- Cargolux Italy- B.747-4 (cargo )
- Silkway Italy - B.747-4 (cargo )
- Neos - B.737 NG-B.767-B.787 (pax )
- AirItaly - B737 NG- B 767 (pax)
- Avionord - Learjet 45-Learjet 31 (medical)
- Alba - G.450-Hawker 750-4000- (pax)
- Sirio -G.550-F.900-L.45-F.7x-..19 (pax)
- Elilombarda -Cessna 560 (pax)

- Different Type of operation
- Different Type aircraft
- Different enviroment
- Different flights..I
- Different management...priority
- Different pilots experience
- Different culture

## 2015-022-R CRM

.....it is not tailored for everybody...

- it is Identical for all aircraft types and operators

some operator establish its own CRM training

..For other operator ... training organisation  
have been contracted

- **We cannot force.. but we tried to embrace and encourage** to bridge the differences... **highlight** CRM specific to each operator and fleet

## **AMC1 ORO.FC.115**

(A) effective communication, coordination of tasks of flight crew, cabin crew and technical crew....

(B) mixed multinational and cross-cultural flight crew, cabin crew and technical crew, and their interaction...

...(iii) The combined training should be expanded to include medical passengers, if applicable to the operation.

(7)....

**CRM training should** address hazards and risks identified by the operator's management system.....

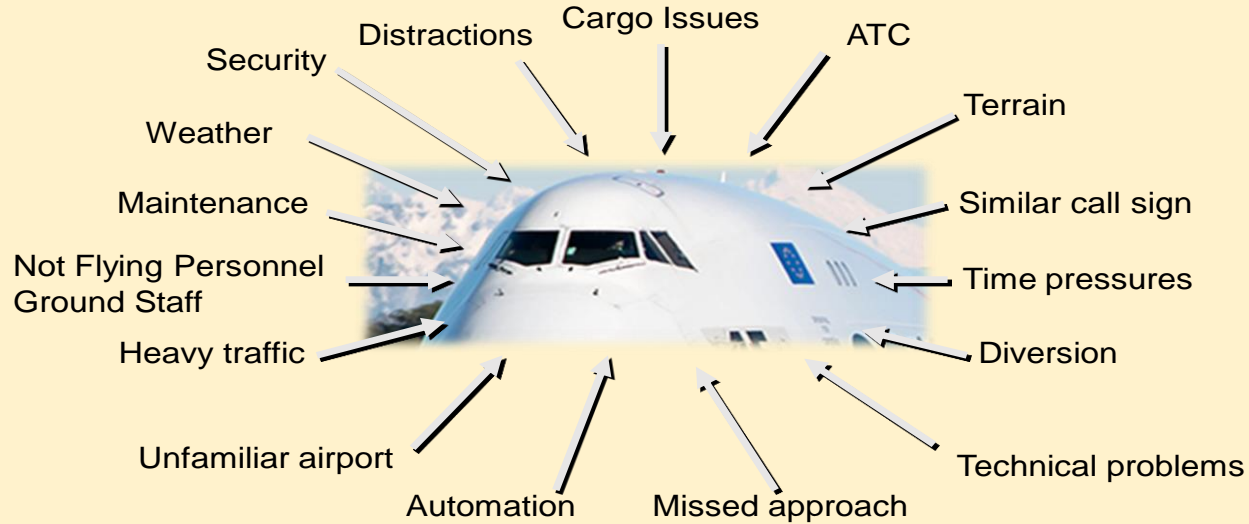
**Feedback loop-Monitor the effectiveness of crew training**

## AVN.....AMBULANCE FLIGHTS

- Medical crew ( not Flight crew nor Cabin Crew)
  - Communication between Flight Crew and medical Crew using **appropriate wording and technique**
  - Flight Crew-Medical Crew coordination during normal.abnormal and emergency situations
  - Decision Making : operational priorities (F.C) vs medical priorities
  - Discussing of concrete case studies

# CARGO OPERATOR

## Threats





# DETAILED.....

## THREAT MANAGEMENT

CREW RELATIONSHIP (the roster is characterized by long period in hotel...conflict may arise )

CASE STUDY ( UPS 6 cargo ...crm single pilot)

MANAGEMENT (attended CRM course in classroom...with FC..to highlight the CRM importance)



# GRAZIE



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