



EASA

European Aviation Safety Agency

CRM in Practice SPT.079 progress review

Bernard Bourdon
Aircrew & Medical Programme Manager

Your safety is our mission.

An agency of the European Union





Rulemaking task 'CRM training' – main features

- Amending the AMC/GM
- Restructuring and rephrasing to improve clarity and readability
- Modernisation by incorporating new items
- Decision 2015/022/R and 2015/023/R
 - Published on September 2015
 - Entered into force on 1 October 2016



Rulemaking – main affected paragraphs

➤ Regulation 965/2012 – Decision 2015/022/R

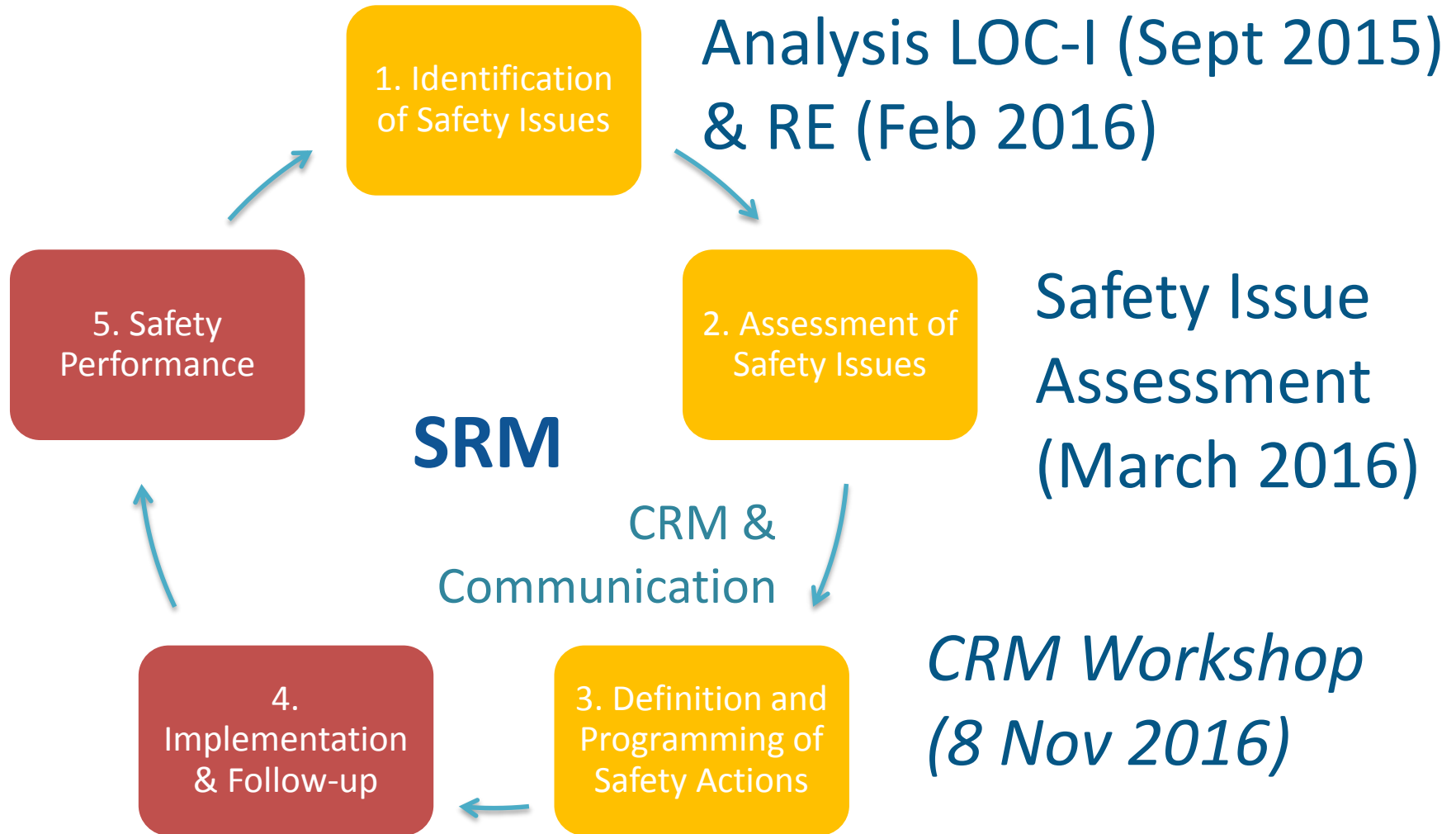
- Competent authority – number and qualification of personnel
 - ARO.GEN.200(a)(2) Management system
- Flight crew
 - ORO.FC.115 CRM training
 - ORO.FC.215 Initial operator's CRM training
- Cabin crew
 - ORO.CC.115(e) Conduct of training courses and associated checking
- Technical crew
 - ORO.TC.110(a) Training and checking
- Medical passenger
 - SPA.HEMS.135(a) HEMS medical passenger and other personnel briefing

➤ Regulation 1178/2011 – Decision 2015/023/R

- Cabin crew
 - Appendix 1 to Part-CC(3) Initial training course and examination



Safety Risk Management process





From the workshop to EPAS 2017-2021

Safety Promotion

SPT.079 Crew resource management (CRM) training best practices

The EASA Safety Risk Management process has identified CRM as the second most important human factors issue in the domain of CAT Aeroplanes. New AMC/GM on CRM Training were adopted in 2015 and entered into force in October 2016. An in-depth assessment of the safety issue concluded that additional actions in the area of safety promotion were needed, which led EASA to organise a workshop on the subject. On 8 November 2016, 80 delegates representing operators, CAs, professional associations and training providers met to share experience and best practices on CRM practical implementation. The workshop was an excellent opportunity for the practitioners to discuss how this important safety net should work in practice. The purpose of this safety promotion task is to take stock of and disseminate the best practices discussed during the workshop.

Owner	Activity sector	Deliverable	Date
EASA FS.3	ALL, HF	Best practice	2017



SPT.079 – CRM Best Practices

Invite contributions on latest AMC and GM implementation

NAA

Qualification and training for inspectors

Oversight of operator's CRM training

CRM training and management system

Automation and philosophy on its use

Operators

Monitoring and intervention

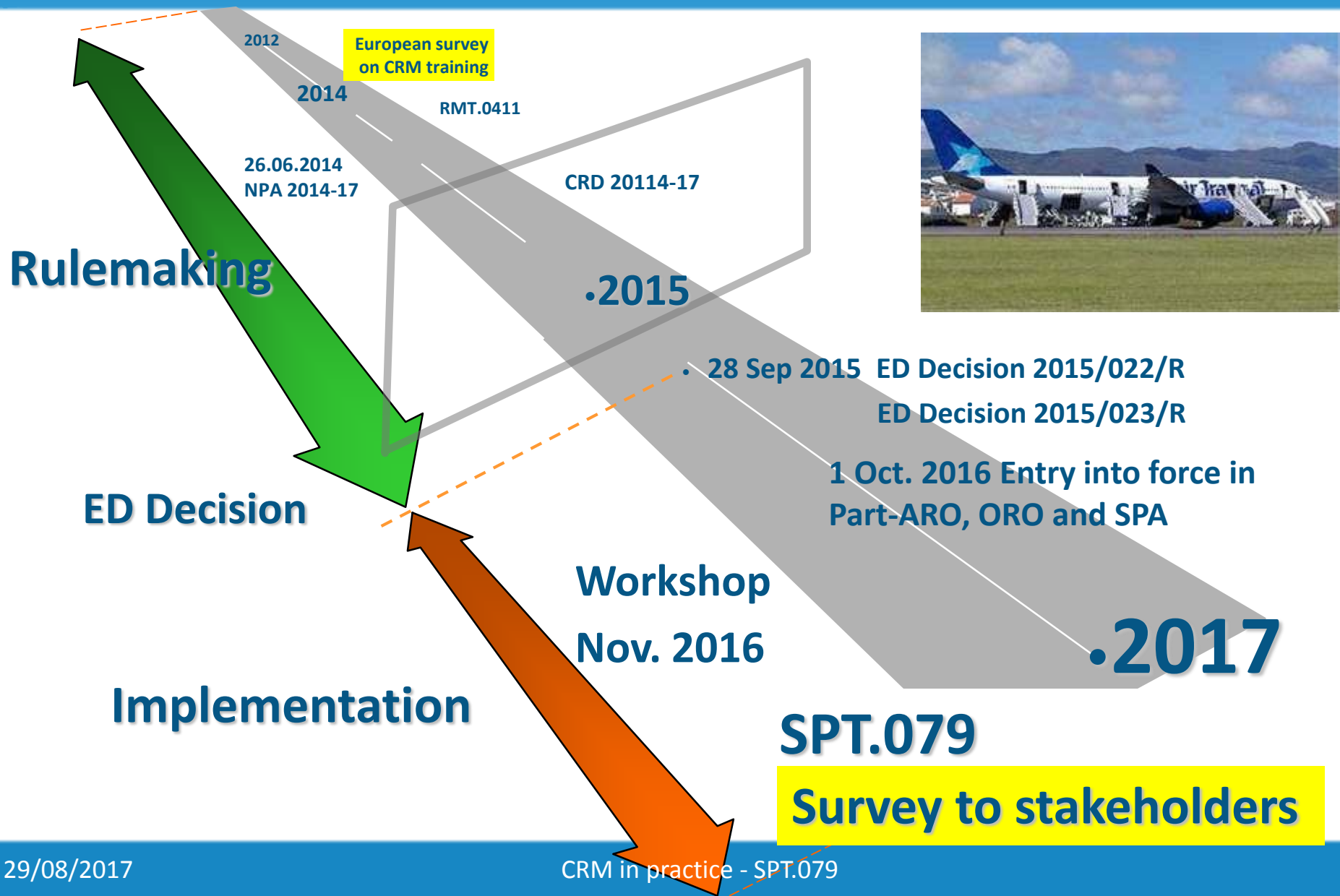
Resilience development

Surprise and startle effect

Cultural differences



SPT.079 – way forward





Next steps

- List all documentation freely available
- Consolidate survey results during the workshop
- Publish available practices online

CRM training

Fields marked with * are mandatory.

1. Introduction

The EASA Safety Risk Management process has identified Crew Resource Management (CRM) as the second most important human factors issue in the domain of aeroplanes Commercial Air Transport. At the same time CRM training is prone to subjective assessments, resulting in differing interpretations and conclusions.

EASA Executive Director Decisions [2015/022/R](#) and [2015/023/R](#) introduced new AMC/GM on CRM Training which entered into force in October 2016.

An in-depth assessment of the safety issue concluded that actions in the area of safety promotion were needed. It led EASA to organise a workshop on "CRM in practice" in November 2016 to discuss how operators, flight crews and authorities implement and oversee CRM and measure effectiveness ([CRM workshop presentations](#)).

Based on the feed-back received during this workshop, the Agency committed to continue with a Safety Promotion Task to gather and share best practices on this subject. The objective is to go more in depth, get a wider contribution and share methodologies as well as best practices on the implementation in practice of those CRM AMC and GM. An aggregated overview will be made publicly available on the EASA Safety Promotion website.

You will find below a questionnaire designed for Air Operators and for National Aviation authorities. The objective is to elicit information on the methods used in both Air Operators and National Authorities to improve CRM training and develop the latest training provisions.

2. Deadlines for submitting responses to the survey

We would be grateful if you participate in this questionnaire and help us in the collection of expertise and best practices in that matter. Please send your responses by **30 June 2017**.

3. Confidentiality

Please note that all data will be treated with confidentiality. They will be aggregated in a report (at Member State level and/or per type of stakeholder) to avoid the possibility to recognise any entity or person who answered to the survey. Any information which will be used for the purpose of the report will be de-identified to ensure the confidentiality of the respondents.



EASA
European Aviation Safety Agency

Thank You

Your safety is our mission.

An agency of the European Union 

TE.GEN.00409-001