

Enhancement Human Factors in Flight Inspection...

EASA 29th August 2017

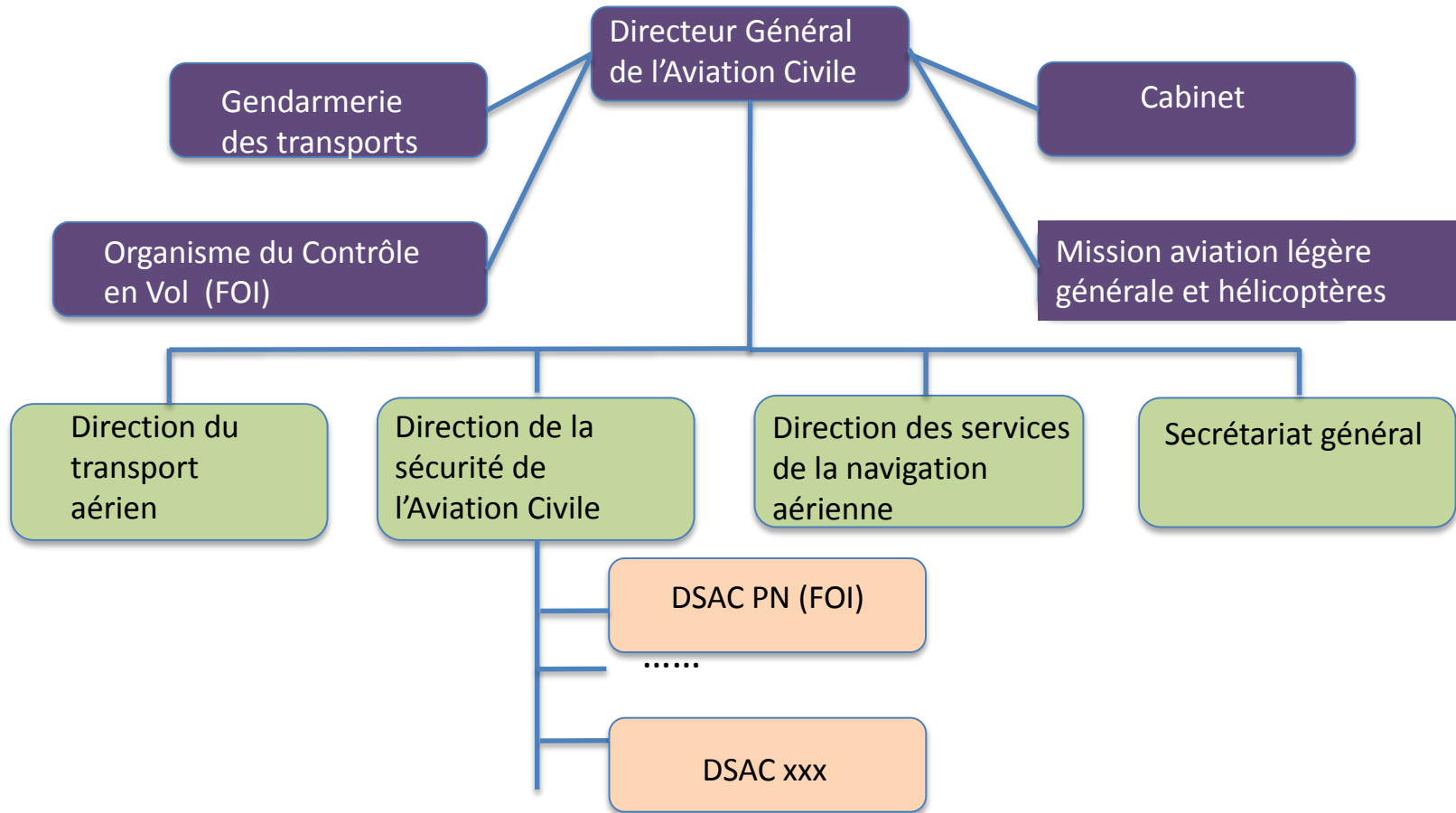
Capt C. Jacquet
Capt T. Bouchez



Decision 2015/022 & 023

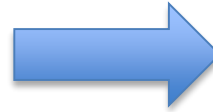
Direction générale de l'Aviation civile

Ministère de l'Écologie, du Développement durable et de l'Énergie



The French DGAC...

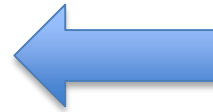
OCV...



Adéquation entre appareil de mesure et tolérance géométrique

Type	Élément tolérancié	Appareils de mesure possibles					
		Tripod	Compas	Profilomètre	Appareil à contact	Appareil à vide	Micromètre
Tolérance de forme							
Rectitude	Ligne						
Planéité	Plan						
Circularité	Ligne						
Cylindricité	Cylindre						
Forme d'une ligne quelconque	Ligne						
Forme d'une surface quelconque	Surface						

How the System Works...



MILESTONE (OCV/FOIs)

OCT 16: Regulation EASA
(Nov/Dec: HF Group Policy meeting)
Flight report update & improvement

JAN & FEB 17: Initial meeting (FOIs) (Q1)

MAR 17: Training FOIs (Q2 and Satisfaction Q3)

MAR 17: OPS Meeting (IOPS) (Q IEC)

APR 17: Airlines Meeting (Q CIES)

JUN 17: Flight CTL Feedback (3 months) (Q4 & CTLs)

JUN 17: First standardization (Assessement) (Q6)

Nota: All Q are de-identified

ABSTRACTS

- 10 Flight OPS Inspectors (OCV)
- Part time Captain's pilots (TRI/TRE/STRE)
- HF Airlines Pilots Requirements completed each year
- 2017 HF FOIs Mandatory Training completed
- HF criterias switching from pointing to grading (*new inspection grid*)

Initial questioning...

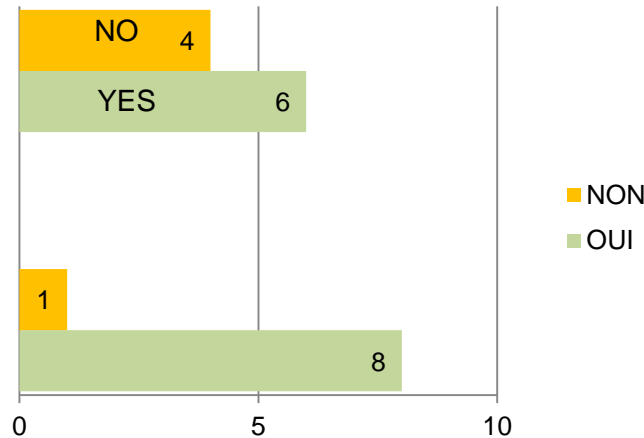
- 1) Is new regulation positively impacting actors ?
- 2) Is FOIs HF perception close to real operation ?
- 3) Does HF training improve quality reports ?

FLIGHT OPERATIONS INSPECTIONS

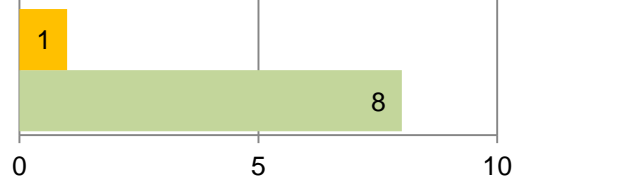
Réf.	4 - COMPETENCES METIER ----- Equipage-----REMARQUE : Certaines rubriques de cette partie, concernent des appréciations subjectives par essence qui constituent néanmoins un révélateur significatif de la qualité du travail observé dans l'entreprise et dont l'évaluation repose sur l'expertise du FOI.	NON VERIFIE	VERIFIE	OBSERVATION	CONSTATATION NIVEAU 2	CONSTATATION NIVEAU 1	RBO	STANDARD	ACCEPTABLE	NON ACCEPTABLE
4.01	Application des procédures - PRO Adhésion et application des procédures compagnie, Briefings, C/L, annonces techniques (SOP)									X
4.02	Communication - COM Coordination (PNT/PNC / sol)/ Respect de la phraséologie de radiocommunication/ CPDLC							X		
4.03	Gestion de la trajectoire/ Utilisation des automatismes - AUT							X		
4.04	Gestion de la trajectoire/pilotage manuel - MAN	X								
4.05	Leadership/Travail en équipage - LTE Compréhension et adhésion aux objectifs de l'équipage/ Fonctionnement PF/PM							X		
4.06	Résolution des problèmes/Prise de décision - DEC Aptitude Opérationnelle de l'équipage à identifier et gérer les problèmes/ Décisionnel							X		
4.07	Conscience de la situation - COS Etat de l'avion et systèmes, paramètres de vol, trajectoire, environnement, menaces potentielles								X	
4.08	Gestion de la charge de travail - GES organisation, planification, gestion des priorités, gestion des interruptions							X		
4.09	Connaissances - CNS Connaissance de la documentation compagnie (PNT/PNC), prise en compte des amendements récents							X		
4.10	Autres constats	X								

INITIAL MEETING... Q1 (JAN17)

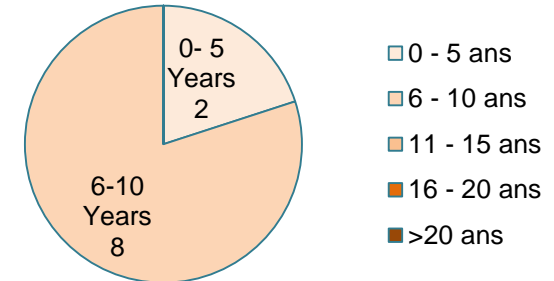
Need a C/L ?



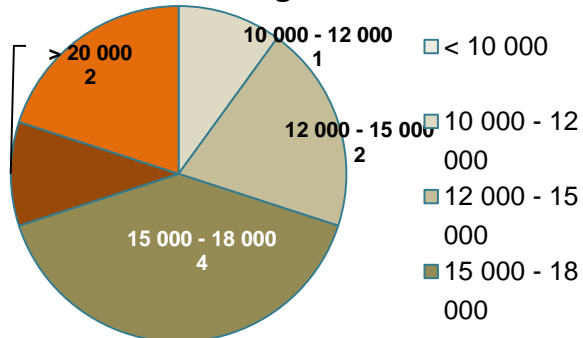
CRM FOI ?



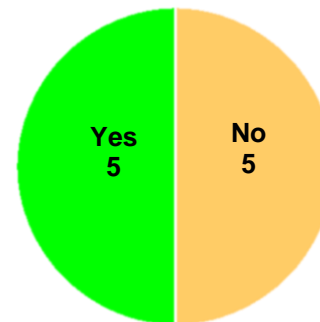
FOI experience



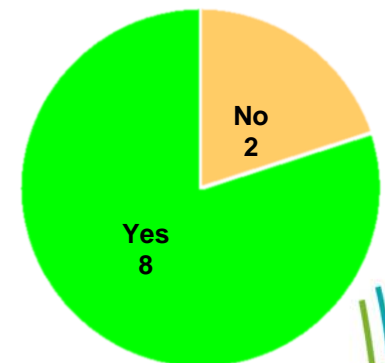
Total Flight Hours



Actual CRM assessment

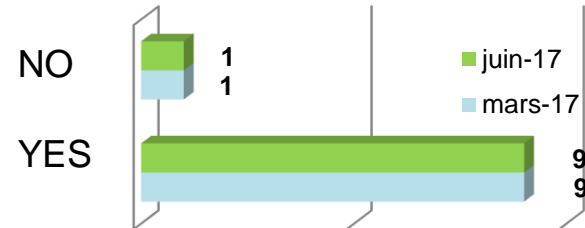
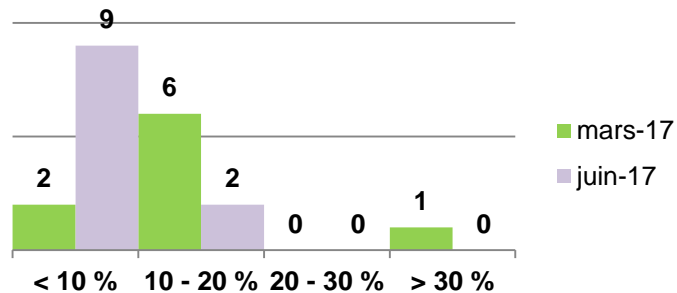


Futur CRM assessment

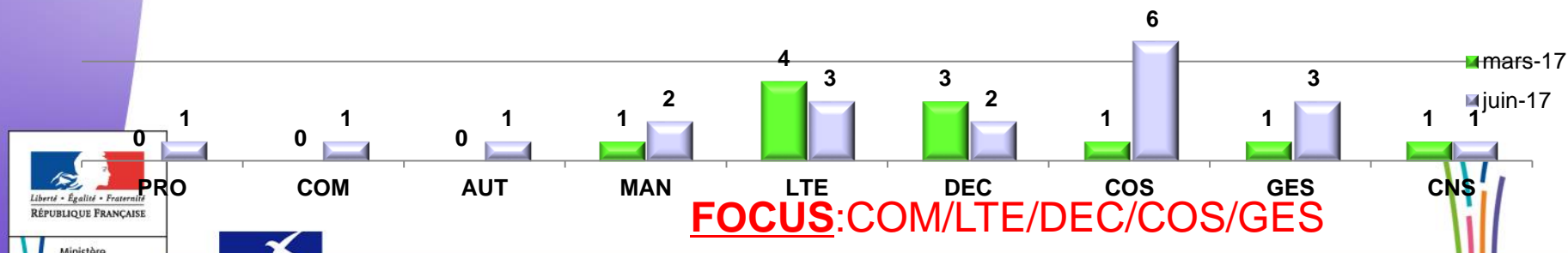


FOI'S TRAINING (MARCH 17 VS JUNE 17)

What is the percentage of Technical and non technical Skills in our CTLs?



	Yes	No
Some difficulties to assess competencies?		
mar-17	9	1
jun-17	9	1

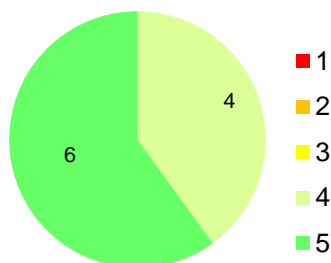


FOCUS:COM/LTE/DEC/COS/GES

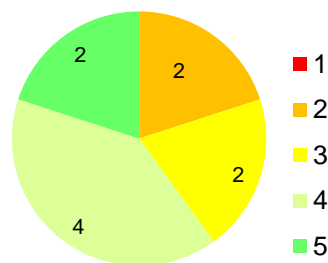
TRAINING FEEDBACK...MARCH 17

Not all all	More or less no	<i>More or less</i>	More or less yes	Totally yes
1	2	3	4	5

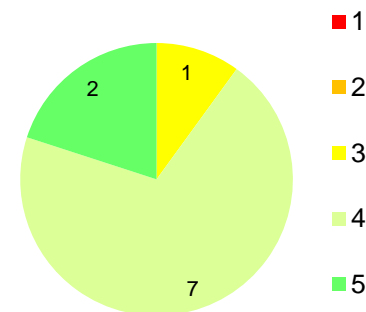
**Ground course
was interesting ?**



**Did you learn
something?**

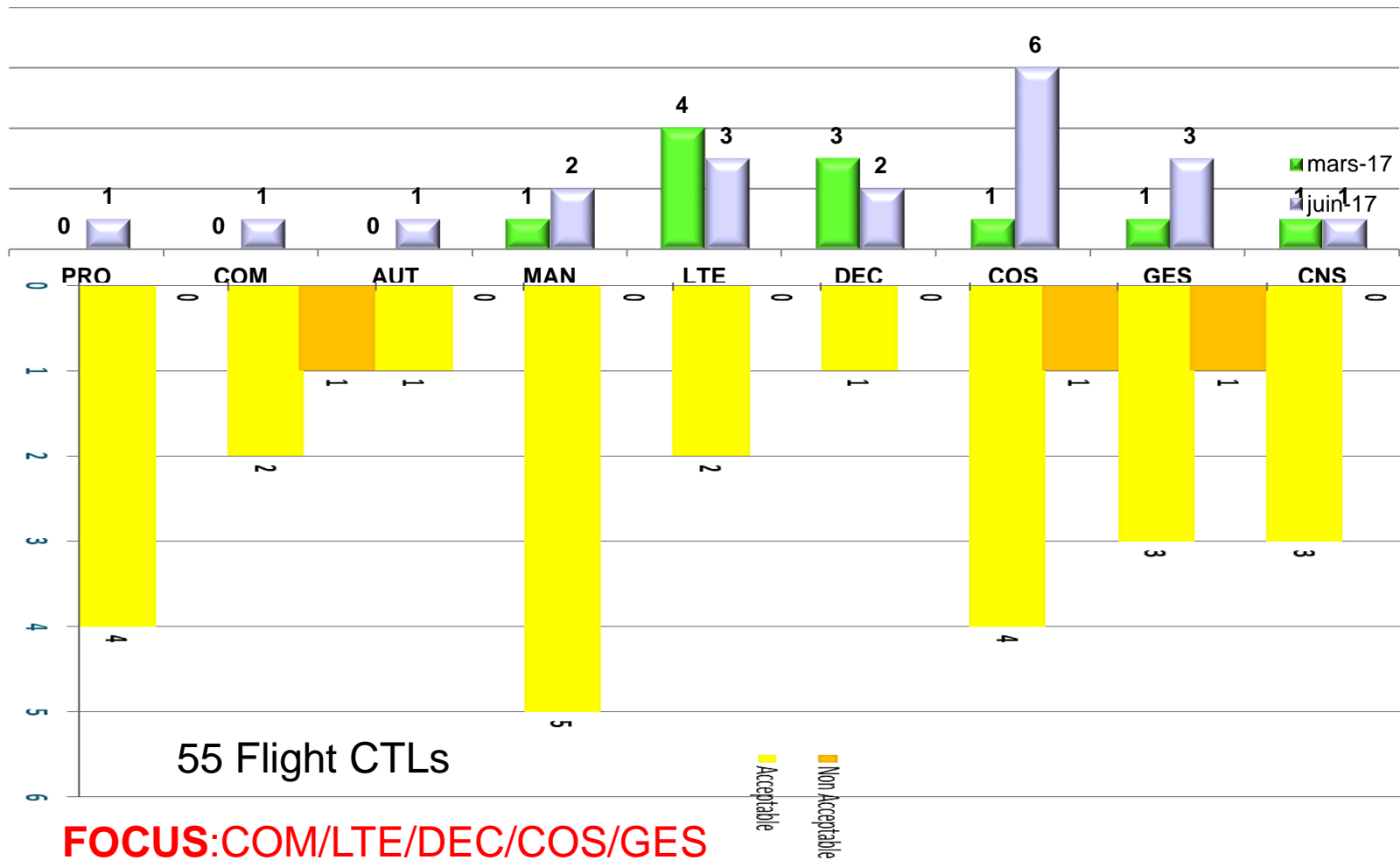


**Do you think it was
useful ?**



FLT CTLS FEEDBACK (Q2 Q4 & FL CTL)

(March June FLT Report)



FOCUS: COM/LTE/DEC/COS/GES

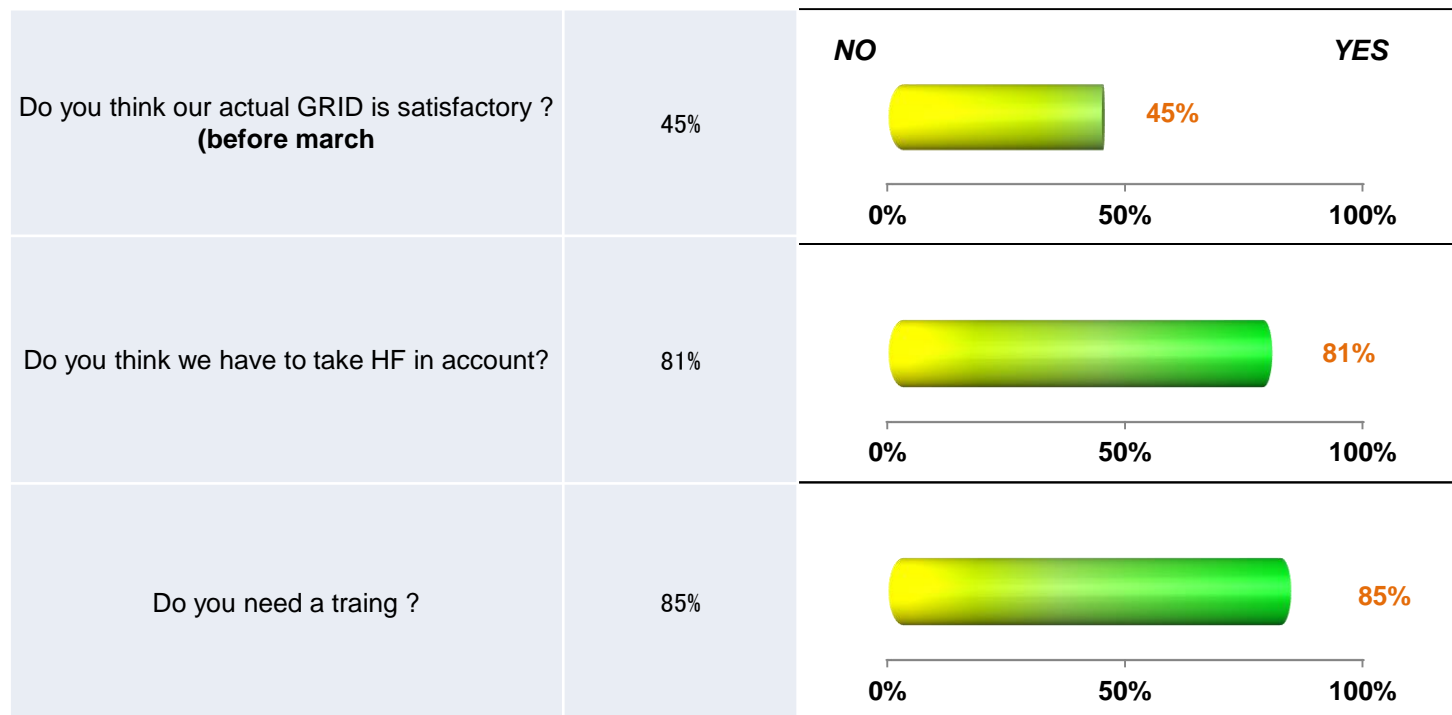
FOI'S STANDARDIZATION...

	PRO	COM	AUT	MAN	LTE	DEC	COS	GES	CNS
Pilot 1					NA	NA			
Pilot 2						NA	NA	NA	
Pilot 3						NA	NA		
Pilot 4						NA	NA	A	
Pilot 5						NA	NA		
Pilot 6			NA	NA		NA			
Pilot 7						NA	NA		
Pilot 8			NA			NA			NA
Pilot 9							NA		
Pilot 10					NA	NA		NA	

Not checked	NV
Standard	S
Acceptable	A
Not acceptable	NA



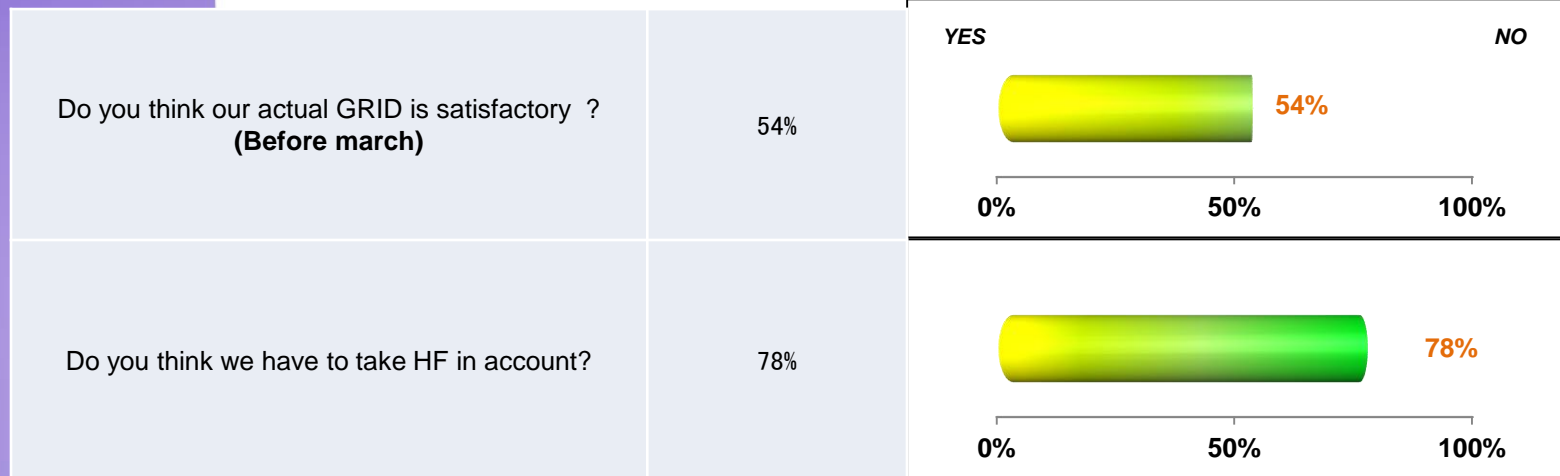
IOPS MEETING... (Q IEC)^{2ND} STEP



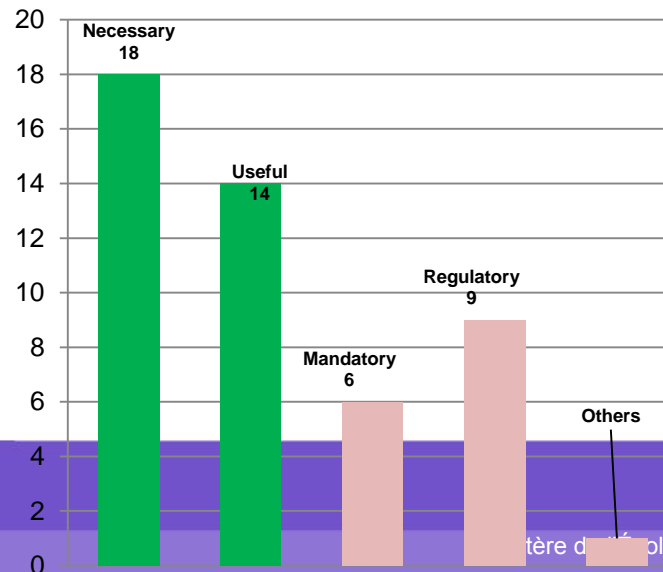
55 out of 74 IOPS... 74%

AIRLINES MEETING... 3RD STEP

604 Aircrafts, 63 Aircrafts Operators, 26 answers ... 41%



HF in airlines are ?



CONCLUSION...

Your opinion ...

- 1) Is new regulation positively impacting actors ?
- 2) Is FOIs HF perception close to real OPS ?
- 3) Does HF training improve quality reports ?

Evolution...

Thank you...



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