

# Plenary A: Building Mutual Trust

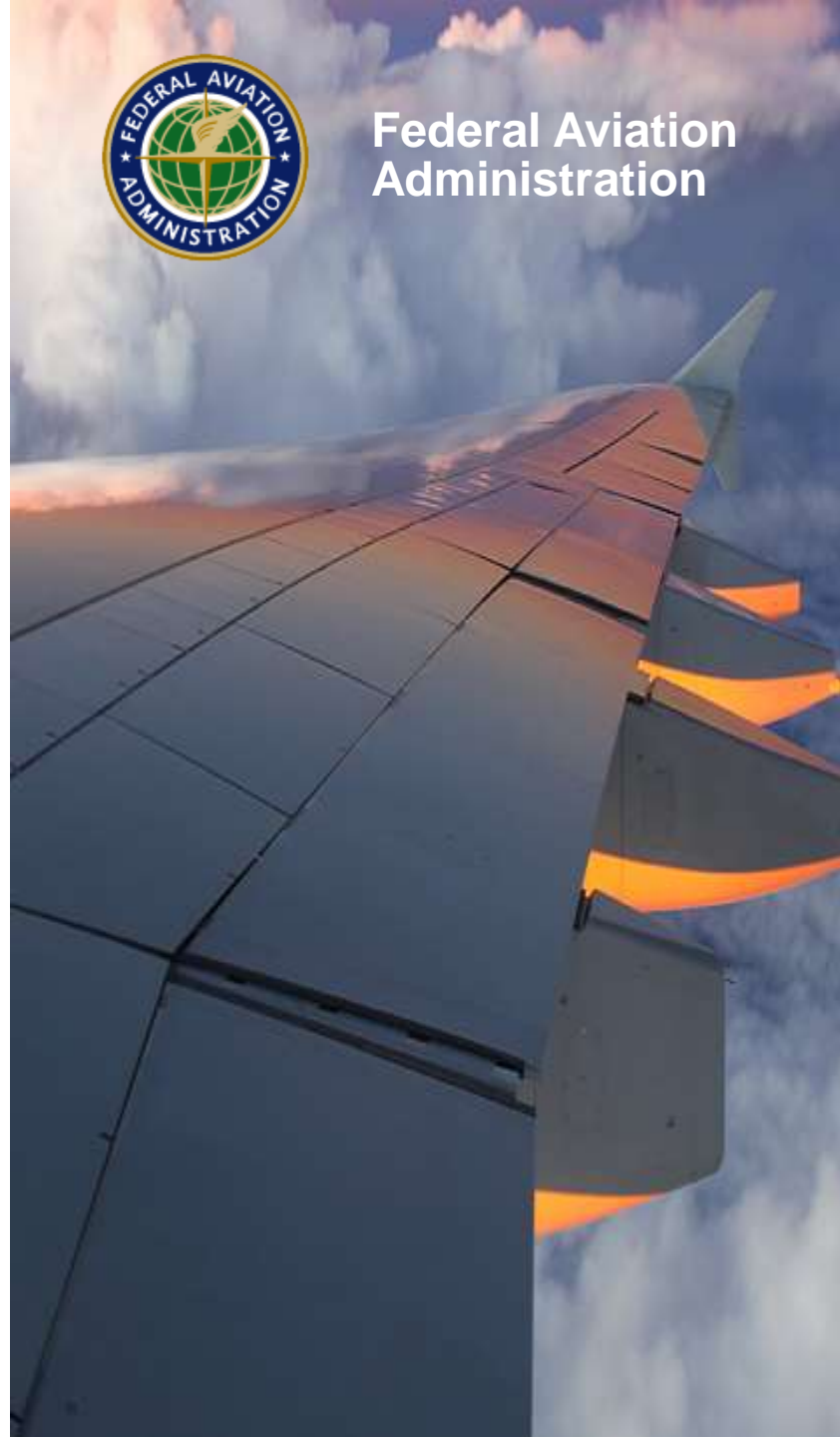
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Federal Aviation  
Administration



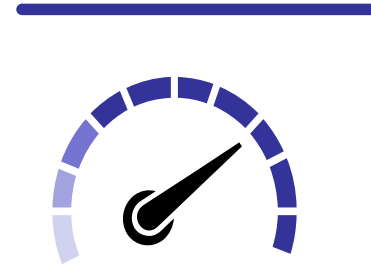
# Safety Assurance – Then and Now

Then



- Act *after* an accident
  - Find, fix, and fly
  - Make more rules
  - Enforcement as primary tool

Now



- Act *before* an accident
  - Encourage reporting
  - Find, fix, and monitor
  - Compliance is expected



# More Efficient, More Effective

## Traditional approach:

### Enforcement action

Focus = assigns blame for what has already occurred

Regulator prescribes fixes;  
Operator complies



## Today's approach:

### Risk-Based Decision-Making

- Compliance Philosophy
- Safety Management Systems

Focus = accepts responsibility and looks forward – how to prevent recurrence

Operator uses proactive risk management;  
Regulator focuses on safety assurance



# Communication & Collaboration

- Open and transparent exchange of information
  - No hiding mistakes for fear of punishment
  - Clearly identify the problem
- Learn from the mistake
- Implement fixes that prevent a reoccurrence
- Follow up to validate that the fix resolved the problem



# From Cross-Purposes to Common Purposes

- Safety Risk Management is a shared responsibility.
- The FAA is responsible for the NAS as a system.
- Operators are responsible for compliance:
  - Following the rules (necessary but not sufficient)
  - Proactive hazard identification & risk mitigation
- We are all on the same team – safety.

