

How to Choose an SMS Service Provider



Considerations for US Commercial Operators

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Foreword

NTSB's current **Most Wanted List of Transportation Safety Improvements** includes a recommendation for FAA to "require all 14 CFR Part 135 operators to establish safety management system programs." And because FAA's Part 5 / SMS Voluntary Program (SMSVP) standard is one of the highest SMS standards in the world, certificated operators face unique challenges when implementing or upgrading their safety management systems.

For Part 121 operators in active conformance with 14 CFR Part 5, transition to a new SMS software / system and procedures will require change management and careful system analysis to assure continued conformance to the Part 5 standard, recordkeeping requirements, etc.

For Non-Part 121 organizations that are not presently required to have SMS, the SMSVP standard provides a roadmap for conformance with Part 5 and future SMS mandates when they arrive.

The International Standard for Business Aircraft Operations, or IS-BAO (which includes requirements for an SMS), is a commonly applied standard among US Part 135 operators. The SMS portion of the IS-BAO has been beneficial for many Part 135 operators. However, conformance with IS-BAO will not meet the requirements of FAA's SMS Voluntary Program standard.

The decision to select the SMSVP standard when implementing SMS is therefore an easy one for any certificated US Non-Part 121 organization who is considering implementing SMS, or who recognizes that their present system does not meet FAA requirements.

This informative guide is written specifically for such organizations. It assumes the following decisions have been made:

- To implement an SMS that conforms to the SMSVP standard;
- To contract with an SMS service provider / vendor.

SMS service providers come in all shapes and sizes. Some provide documentation, such as an SMS Manual and/or Emergency Response Plan. Some provide software; others offer SMS training of different types. Many providers offer systems that include documentation, software, training, and additional programs such as Fatigue Risk Management, Line Operations Safety Audit (LOSA), Flight Data Analysis Program (FDAP), Aviation Safety Action Program (ASAP) and Aviation Safety Information Analysis and Sharing (ASIAS) participation, among others.

Some SMS vendors focus on a specific industry segment, while others are more generic. Most solutions have similar features, but selecting the right one often comes down to one requirement: which system will best meet the unique needs of your organization and give you the tools you need to deliver safety excellence.

The considerations discussed herein should help you build a list of requirements for your SMS, and hopefully make your comparative analyses easier. Don't be afraid to ask vendors for proof of concept demonstrations and be willing to ask tough questions. These steps will help you mitigate the risk of a bad investment, achieve active conformance status with the SMS Voluntary Program, and ensure the future safety and success of your aviation business.

Sincerely,

Paul Salerno

Paul Salerno, Accountable Executive
Omni Air Group, Inc.

How to Choose an SMS Service Provider

1. BEST PRACTICES

A. MORE THAN SOFTWARE

This paper explores considerations when selecting an SMS vendor. Software selection is certainly important, since SMS is a data-driven approach to safety management. But beyond software are numerous other things to consider, starting with some generic best practices:

- **Know what you're looking for.** As a commercial operator, your goal should be to achieve SMSVP active conformance status within the next 2 years - before SMS becomes mandated. Determine how the provider will help you achieve that goal while meeting other objectives (such as supporting OH&S requirements, implementing related safety programs, or obtaining a planned future quality certification).
- **Do your research.** Identify top vendors in the market and study their various technologies and offerings. Doing your homework means you can speak to vendors with more authority and expertise.
- **Keep your shortlist short.** Involving more than three or four vendors can push out your timeline unnecessarily. Limit your shortlist, conduct research and evaluate information from the vendor's existing clients, the experiences of your peers, and some hands-on system use. Also consider the overall fit and customer service, since a good vendor relationship goes a long way.

B. MODULES, FEATURES AND PRICING

Features and pricing are important considerations. Consider price, but avoid comparing 'apples to oranges' as vendors' suites of products and services can vary greatly.

- **Modules and their impact.** Some SMS vendors package their products and features into 'modules'. This makes it difficult to determine which modules you will need in the future (and what that future price will be). It also makes comparisons more difficult.
- **Flashy features.** Don't let vendors sidetrack you with flashy features you won't use - keep your evaluation focused on your needs. Rather than creating an extensive feature list, focus on finding solutions that will meet your needs and help you differentiate vendors. Identify your needs and your challenges, and let vendors explain how their products, services and support can solve them.
- **Limit price increases.** Once you have invested yourself in a vendor's SMS solution, it's a rude awakening to be presented with a significant price increase. Make sure there are no surprises by getting the vendor to guarantee (in writing) that price increases will be limited to an amount or percentage that is agreed upon.

2. EVALUATING AN SMS VENDOR'S OFFERINGS

A. SOFTWARE OR SYSTEM?

First nail down exactly what your prospective SMS vendor is offering. This could be just software, or it might be a *system* of various SMS programs, components, elements and training designed to work together.

- **Is the provider offering stand-alone SaaS (Software as a Service)?** If so, much work will be needed to develop an SMS Manual that includes procedures, controls and other Safety Attributes for performing (for example) Safety Risk Management (SRM) and Safety Assurance (SA) processes in the software.

- **Are other elements included in addition to software**, such as documentation and training? These elements should be congruent and harmonized.
- **Software and documentation should contain Safety Attributes** as discussed in Paragraph 3(D). The documentation should **interface** properly with the software, and if SMS processes are performed in the software, **procedures** for performing those processes should be provided in the documentation.

Note:

Some SMS software providers ‘partner’ with other companies to provide manuals and training. But if the software, manuals and training are not developed in concert – using the same terminology and methods - you risk ending up with a ‘piece-meal’ SMS. All the elements may be there, but they don’t play well together.

B. DOCUMENTATION

Documentation needed for your SMS includes (at a minimum) an SMS Manual and Emergency Response Plan.

- **If documentation is offered, read it.** This is one of the best ways to evaluate the quality and professionalism of the SMS vendor’s offerings. Does the written guidance include specific regulatory references (SRRs) to the Part 5 / SMSVP standard? This will greatly simplify your Gap Analysis.
- **Is the documentation periodically revised?**
- **If ASAP is offered, an ASAP Policy and Procedures Manual is recommended.** This document will include guidance on how to perform Event Review Committee (ERC) processes in the software.
- **Remember to look (and ask) for Safety Attributes** (see Section 3(D)).
- **Study the User Guide** when evaluating software. Look for congruency and clear, concise instructions.

C. INTERNAL EVALUATION PROGRAM

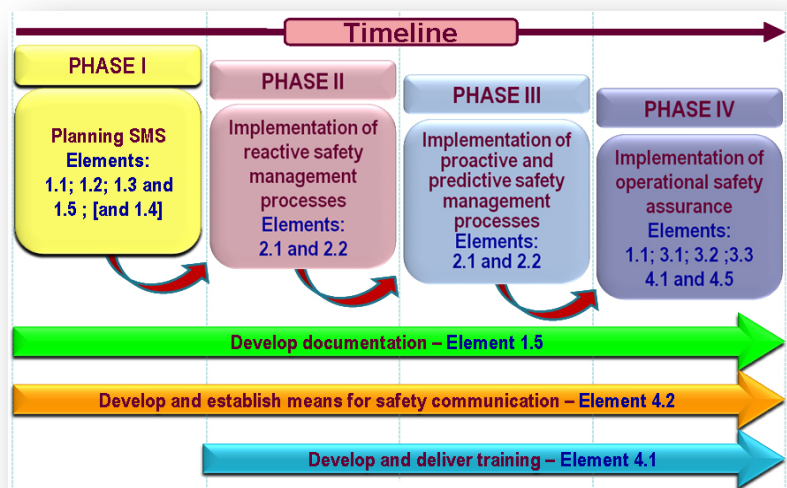
Some vendor SMS Manual templates contain Safety Assurance language that talks about internal audits. Others provide a separate Internal Evaluation Program with auditor selection and training criteria, IEP scope and schedule, and policies / procedures for how audits are performed in the software.

- **Audit checklists do not comprise an IEP!** Some vendors provide audit checklists as editable WORD and/or PDF documents. Others build their audit checklists into the web application, for easier editing.
- **Look for Safety Attributes** to address DCT questions and the SMSVP standard.

D. SMS TRAINING

When aviation safety management systems were in their infancy, operators needed training in SMS design theory and development. Implementation was planned in four phases, each with the necessary documentation and training. It was expected to take up to 3 years to implement a functioning SMS.

Today, operators are able to select from fully developed SMS solutions that address all four phases of implementation. And while some theory is still needed, such systems require training on how to *operate* the SMS, as opposed to SMS development.



- **Does the provider include SMS training?** You will need at a minimum:
 - Software / system training for department managers and your Director of Safety;
 - Initial and recurrent SMS training for front-line personnel, managers and the Accountable Executive.
- **If training is offered, sample the training.** Is it of professional quality? Will it be well-received by managers and front-line workers?
- **Is the SMS training harmonized** with the system's documentation and software? In other words, are the same terms, definitions, and methods used throughout the system?

3. FAA'S SMS VOLUNTARY PROGRAM

A complete understanding of FAA's SMS Voluntary Program is beyond the scope of this paper. Please visit FAA's [Safety Management System](#) web page for more information.

A. THE SMSVP STANDARD

Most SMS service providers will claim their system meets FAA's SMSVP standard, but in reality the situation is far more complex. Comparing an SMS vendor's solution to Part 5 / the SMSVP standard (which are identical), the contents of AC 120-92B, and even FAA's [Gap Analysis tool](#) is not enough. **The 'acid test' of SMSVP conformance can only be accomplished through the use of [Data Collection Tools](#) (DCTs).**

B. FAA'S GAP ANALYSIS TOOL

This Excel spreadsheet lists all required SMS elements as set forth in the standard, together with specific regulatory requirements (SRRs). The gap analysis asks for references in your SMS Manual / ERP as to where each element is addressed. Operators must complete the Gap Analysis and submit it to FAA to become an SMSVP active applicant and enter the documentation validation phase.

- Has the SMS vendor verified their system's SMSVP conformance using FAA's Gap Analysis tool?
- Does the vendor have any clients who have done this using their system?
- Ask for references.

C. DESIGN VALIDATION DCTS

These DCTs ask more in-depth questions regarding the design of your SMS (by looking at documentation; NOT software). DCT questions verify that processes exist and procedures have been established for (among other things) the performance of Safety Risk Management (SRM) and Safety Assurance (SA) processes.

- Does the SMS vendor provide such documentation? *If the vendor does not, you will need to develop (or outsource) an SMS Manual, which may not interface properly with the software.*
- Does the vendor's documentation include procedures for the performance of SRM and SA processes in the vendor's software? *If the vendor provides only software, you will need to develop these processes / procedures, and align them with the software.*
- Don't settle for 'yes' answers; ask the prospective vendor to see some of these written processes and procedures, such as procedures for:
 - Creating a system description and analysis;
 - Safety risk assessment;
 - Root cause analysis;
 - Performing change management.

D. SAFETY ATTRIBUTES

It is possible for an SMS vendor to provide a properly functioning safety management system with missing Safety Attributes, but this oversight will manifest itself in frequent revisions as Data Collection Tools (DCTs) are applied.

Safety Attributes are critical to achieving SMSVP active conformance status. There are seven attributes which must be built into your written guidance. They are listed in Table 10-1-1A, Safety Attributes as described in [Order 8900.1 Volume 10, Chapter 1, Section 1](#).

When your CMT and the SMS Program Office inspectors come to perform SMSVP Design Validation or Design Demonstration evaluations, remember that every Data Collection Tool (DCT) question that FAA uses to evaluate your SMS is based on one of the seven Safety Attributes.

- You want to be able to answer every DCT question positively and with confidence.
- Ask your prospective SMS service provider the following questions:
 - Are FAA's 7 Safety Attributes built into your written guidance and software?
 - Please show us an example of an interface in your written guidance.
 - Please show us some procedures for SRM and/or SA processes in the software.
 - Please demonstrate a few controls in your software.
 - Please explain how processes are measured in your system.

E. PROCESSES AND WHY THEY'RE IMPORTANT

Process measurement is a Safety Attribute that comes up frequently in DCT questions during FAA evaluations – and it applies not just to evaluations of SMS processes, but **operational processes** as well – in flight ops., maintenance, cabin ops., line / ramp services, etc.

- An SMS vendor's prospective system should permit you to define your own processes, and map them to departments (department managers are typically process owners).
- The system should be able to collect data on, and measure the performance of, both SMS processes and operational processes throughout the entire scope of your aviation operations.
- Defined processes are a fundamental requirement of any ISO 9000 quality certification. Looking forward, do you want your SMS to support process-based quality management?
- Ask your prospective SMS vendor the following questions:
 - In your system, how do we define our organization's unique operational processes?
 - Can we audit a process (not just a department)?
 - Can audit findings and root causes be viewed by process?
 - In your system, can a process-level view of risk controls be seen?

4. ADDITIONAL PROGRAMS / SMS DESIGN FEATURES

Certificated operators need the right SMS tools – to manage safety, protect people and assets, and foster a positive relationship with FAA inspectors who are on the Certificate Management Team (CMT).

Some of the following programs and features are not required by the SMSVP standard. They are however useful tools which can provide value. If you want to incorporate these tools into your SMS (either now or later), read on:

A. VDRP

FAA's Voluntary Disclosure Reporting Program (VDRP) sets forth procedures for the voluntary reporting of violations. As a certificated organization, if you aren't using self-disclosures, you should be!

Disclosures can help you avoid civil penalties, provide opportunities to improve systems, and even improve your relationship with your CMT. They are particularly valuable when violations in maintenance occur. Unlike many flight operations and training records, recorded maintenance becomes a permanent part of aircraft records, and unless violations are disclosed, can remain 'skeletons in your closet' for years.

Self-disclosures may also serve to protect individual airmen, agents and other employees from potential legal action from FAA in the event of an inadvertent violation, including civil penalty actions and suspension of airmen certificates. Many will argue this point, but there is a [legal precedent](#) to support this opinion – but only if an employee's inadvertent violation can be tied to a company deficiency.

If you want this essential tool included in your SMS, ask your prospective SMS vendor:

- Do VDRP policies and procedures exist in your written guidance?
- Can hazard reports in the SMS be linked to external disclosures?

B. ASRS

FAA's Aviation Safety Reporting System (ASRS) is administered by NASA to receive and analyze reports submitted under the program. Almost everyone is familiar with ASRS reporting and the protection from FAA certificate action it affords. However, protection under this program is limited for repeated disclosures by the same individual within the last 5 years.

To encourage employees to report into your SMS, the system should make it easy for an ASRS report to be submitted simultaneously with an employee's hazard report. If you want to integrate ASRS into your SMS, ask your prospective SMS provider:

- Can employees submit an ASRS report from within your hazard reporting portal?
- Can the employee attach their de-identified ASRS report to their hazard report?

C. ASAP

FAA's [Aviation Safety Action Program](#) (ASAP) encourages employees to voluntarily report safety issues even though they may involve a potential violation of regulations. To do this, enforcement incentives are offered to covered employees under the terms of a Memorandum of Understanding (MOU) between the participating company and FAA. An Event Review Committee (ERC) must be established by the company, with at least one member of the ERC being an FAA representative. ASAP reports are reviewed, investigated, and resolved by the Event Review Committee.

Many SMS service providers include ASAP in their offerings – but all are not the same. Consider the following if you want an ASAP program in your SMS:

- **Third-party facilitator required.** Some ASAP programs require employees to report twice – once into your SMS, and again into a separate reporting system (WBAT). You must then pay for a third-party facilitator to manage your ERC meetings and often work around their schedule. Under this type of program, you are listed in the facilitator's MOU with FAA.
- **No facilitator required.** This type of "in-house" ASAP program lets you generate your own MOU using FAA's [Automated MOU Generator](#) and enter into the MOU directly with your CMT. This solution does NOT require redundant reporting, since all ASAP reports come into your SMS database, and are managed there. This type of ASAP requires Event Review Committee processes to be built into your software. Your SMS vendor may also offer an option for ERC meeting facilitation. **Most operators are surprised to discover how easy it is to sign the MOU and establish their in-house ASAP program.**

- Ask your prospective SMS vendor:
 - For ASAP, is redundant reporting required, or can employees report only once into your system?
 - Is a 3rd-party facilitator required?
 - Is there any additional cost?
 - Please show us ASAP reporting and ERC report-management policies and procedures.

D. ASIAS

FAA's Aviation Safety Information Analysis and Sharing (ASIAS) system connects 185 data and information sources, including national databases of ASAP and FDM / FOQA data. The system is managed by MITRE under contract with FAA. Participation in ASIAS lets operators share their de-identified safety data with ASIAS, and search an extensive warehouse of nationwide safety data through the ASIAS portal by aircraft model, airport, type of event, etc.

This invaluable source of safety data help operators identify hazards to safe operations, create hazard awareness communications, and provide lessons learned for training, etc.

SMS service providers offering ASIAS should be able to transmit the data to ASIAS with no effort on the part of the operator; just sign a simple agreement and “opt-in or opt-out” of data sharing.

E. BARRIERS AND CONTROLS

While hazard identification remains fundamental to SMS, a modern safety management system should focus on identifying the barriers and controls that prevent such hazards or threats from being realized as unwanted events. This is the foundation of bow-tie analysis. **Risk assessments are more accurate and less subjective when barriers and controls are considered in the analysis.**

Ask your prospective SMS service provider the following questions:

- Does your system allow us to identify risk controls we already have in place?
- How (and when) are risk controls periodically assessed for effectiveness?
- How do you handle a risk control that is determined to be ineffective?
- Is it possible to include risk controls in proactive risk analysis and assessments?

F. PERFORMANCE INDICATORS

Some safety management systems measure safety performance simply by counting the number of times an event occurs over time. But this presents a problem when you try to measure how close you are coming to an unwanted event that rarely (if ever) occurs (examples include CFIT, mid-air collision, loss of control, and runway excursion).

Automated performance indicators let you measure precursors (to the unwanted event) against a metric or unit of measurement which is appropriate for the performance being measured. For example, precursors to inflight system / component failure are best measured on a per-flight-hour basis. Likewise, precursors to runway excursion are best measured by number of flights. [Learn more about precursors.](#)

Ask your prospective SMS provider the following questions:

- Can your system measure safety performance using metrics other than calendar time?
- Can the system identify and group precursors to count against a performance indicator?
- Can performance objectives and alert thresholds be set?
- Does the system generate automated emails when an alert threshold is approached or reached?

G. SUPPORT FOR MX QA / CASS

A maintenance quality assurance system (aka Continuing Analysis and Surveillance System, or CASS) is required for 10-or-more Part 135 operators. But regardless of how many seats your aircraft have, Mx QA can benefit any organization that wants to continually improve their maintenance system.

If you want to make your maintenance system the best that it can be, your SMS should support these efforts - whether required by regulation or not.

Ask your prospective SMS provider the following questions:

- Does your SMS database provide **operational performance data** for analysis (such as maintenance-related causes of delays, interruptions and cancellations)?
- Does the SMS provide **surveillance data** (such as audit findings of nonconformities and ineffective risk controls) within maintenance *processes* (not just the department)?
- Does the SMS generate **compliance data** for analysis and trending (including both procedural and regulatory noncompliance) in maintenance department(s)?
- Does the SMS provide for trending and analysis of the **contributing and causal factors** of maintenance system failures (e.g., premature failures of life-limited components, installation errors, repair errors, and maintenance control failures – like an overfly of a time limit or inspection)?
- Does the SMS provide **event data** (such as high-load events, in-flight engine shutdowns, quality escapes, and other irregularities due to technical difficulties, together with ATA/JASC codes)?
- Does the SMS let you easily see **trends in Mx system events**? This should include, for example, related aircraft system malfunctions and chronic systems by:
 - Aircraft registration number;
 - Aircraft make / model;
 - ATA / JASC code.

Note:

When unwanted maintenance system events occur that result in an apparent violation (such as a missed inspection or life-limit overfly) manage the event within your SMS using a voluntary disclosure. This will permit your corrective action plan (CAP) to serve as your ‘comprehensive fix’ in order to resolve the disclosure with your CMT. It will also keep your external disclosure report together with the original event report.

H. REPORTS AND ANALYTICS

A well-designed SMS should produce meaningful reports and analytics. Easy access to this data will allow you to gain insight into where problems exist, and make your corrective actions more effective.

- **Embedded analytics.** Operational, safety and quality key performance indicators (KPIs) should permit drill-down into the events and contributing / causal factors that impacted each KPI. SMS performance indicators should also be filterable by date range and department, with drill-down capability. Audit summary reports (with findings and corrective actions) and quarterly ASAP reports should be provided. Data should be easily printed to PDF or paper for meetings / presentations / 3rd-party distribution, etc.
- **Data export.** Even the best QSMS designers cannot predict all the ways you might want to analyze your data. Data export functions are therefore essential. User-defined **data export templates** are helpful, since different departments and users want to see data filtered and sorted in different ways.
- **This is your data.** You should never have to ask your SMS vendor to export data for you.

I. BACKUPS AND RECORDKEEPING

System backups. Competent SaaS vendors back up their systems routinely as a best practice. This is important to assure you won't lose any of your data, as well as from a regulatory perspective.

- Ask your prospective SMS vendor:
 - How often is my data backed up?
 - How long is each data backup retained?
 - How often is your system backed up?
 - How long is each system backup retained?

Recordkeeping requirements. The Part 5 / SMSVP standard contains specific recordkeeping requirements.

- SRM records must be retained for "...as long as the control remains relevant..." to your operations (for most risk controls, this means for as long as you are operating).
- SA records (i.e., audits and their findings, performance assessments, etc.) must be retained for a minimum of 5 years.
- Ask your prospective SMS vendor these tough questions:
 - What happens if you go out of business, or otherwise can no longer provide your SMS database service?
 - How do I meet these recordkeeping requirements?

Your SMS service provider should be able to offer a solution that does not rely on the provider's business continuity or continued functioning of their SMS web application / database.

J. ENTERING HISTORICAL DATA

For operators who are switching SMS providers or are transitioning from a paper / Excel spreadsheet-based SMS to an electronic database, the process of entering historical reports should be made easy. Ask your prospective SMS vendor:

- Do you have a process or method for bringing over our historical data?
- When entering reports from the past two or three years, will these reports show the actual event date and the date the report was previously submitted? The report date (in addition to the event date) may be important for trend analysis and KPIs, depending on how the system filters reports.
- Can you tell us what specific historical data is essential to the operation of your system, as we move forward? **Recommended historical data includes:**
 - Previous events / occurrences / delays / interruptions;
 - Previously reported findings / nonconformities;
 - Related root causes and processes;
 - Risk controls implemented to prevent recurrence;
 - Processes and departments within which controls were implemented.

5. EVALUATING YOUR SHORTLIST OF SMS VENDORS

Create a shortlist of vendors whose principals and staff have a **strong background in commercial aviation**, preferably with management experience. Your vendor should be an authority on the SMS Voluntary Program standard and its implementation. As you evaluate your shortlist, keep the following considerations in mind.

A. MENTORING

Beyond learning how to use the software, mentoring will help you and your management team navigate the complexities of the SMSVP standard and learn how to effectively perform SMS processes. Mentoring will also help you decide if you want to employ some of the many optional programs available to certificate holders.

For example, do you want or need an ASAP program? What's involved with ERC meetings? Should a 3rd-party facilitator be used? How much time and other resources will it take to maintain the ASAP?

What about Flight Data Monitoring / FDAP / FOQA? What options are available, how is the data utilized, and how does this tie in with the ASIAs program? Will our pilot group be receptive?

The right vendor can answer these and many more questions for you.

B. SUPPORT

SMS support means more than just a help desk for software issues. Look for a provider who knows how to help you best configure and scale your system, work through challenging reports, and periodically review your data entries to keep you on track.

Your SMS vendor should also be able to help you prepare for SMSVP Design Validation and Design Demonstration phases, when you're ready to take those steps.

C. CONTRACT AND TERMS

Can you cancel the vendor's service with 30 or 60 days' written notice? Look for a vendor who does not tie you into a contract with annual renewals.

D. TRY BEFORE YOU BUY

Software demonstrations alone won't let you adequately evaluate a vendor's SMS solution. Find vendors who will let you access their software / system for a period of time to better understand the user interface and system capabilities; only then will you be able to make an informed decision.

E. RELATIONSHIP

Look for rapport in your SMS vendor relationship. Honesty, accountability and effective communications are hallmarks of a company you want to do business with.

Choose a vendor who listens; one who is receptive to feedback, and wants to continuously improve their products and services, as they help you improve yours. This partnership will serve you well as your safety culture develops and your operations achieve the highest levels of safety and quality.

6. CONCLUSION

In the near future, Non-Part 121 commercial operators will be required to have a safety management system that meets FAA's SMS Voluntary Program standard. Within this standard, safety management in operational departments is the responsibility of department managers – not the Director of Safety. Department managers are **operational process owners**, and **Safety Ownership** is one of seven Safety Attributes that will be assessed by your CMT using Design Validation and Design Demonstration Job Aids.

Note:
Participation in the SMS Voluntary Program is not required to implement an SMS that meets the standard!

Since new programs are always difficult to introduce into an organization, now is the time to start meeting the SMSVP standard. Assigning new duties and responsibilities to your people is a relatively straight-forward process, but asking them to perform their existing jobs differently, with a different attitude and perspective, makes SMS implementation particularly challenging.

By implementing or upgrading your SMS to the SMSVP standard now, your people will have ample time to become proficient in SMSVP processes, and your organization will be fully prepared when FAA's SMS mandates arrive.

7. ABOUT OMNI AIR GROUP

Omni Air Group is a leading developer and supplier of integrated Safety and Quality Management Systems for the aviation industry. Omni principal managers have more than 60 years of combined experience as owners, operators, and key managers of various aviation enterprises, including airline operations under Parts 135 and 121 of the Federal Aviation Regulations.

A. CONSULTING

Our team members have real world, hands-on experience with rapid growth, safety culture development, downsizing, acquisitions, certificate actions, incidents, and accidents. Omni offers virtually unlimited free telephone consulting advice at no charge to our subscription clients who desire this service.

B. TECHNICAL SUPPORT

Omni Air Group provides technical support via telephone and email. We are a relatively small company, and pride ourselves on prompt response times and customer satisfaction. If we don't know the answer to your question, we'll find out, fast.

C. PRIVACY

Omni Air Group treats all customer information as highly confidential, in accordance with our formal Data Security Policy. We do not provide information to third parties. For privacy and data security policies, please visit us on the web at OmniSMS.aero.

For more information, please contact Omni Air Group:

Paul Salerno – Flight Ops
Bruce Salerno – Technical Ops

Omni Air Group, Inc.
6421 South Dorset Road
Spokane, Washington USA 99224

Telephone +1.760.239.7895

eMail: info@omnisms.aero

Omni Air Group's mission is to promote positive safety cultures by delivering the highest quality systems, services and training to our global aviation industry.