

Reachout No. 40

**Doha, Qatar
24-27 April 2011**

**Hosted by
Qatar Airways**

1. Introduction

1.1 Qatar Airways hosted the 40th ISASI Reachout Workshop on *Incident/Accident Investigation Management and Safety Risk Management* in Doha, Qatar. Captain Dharamraj Rebbapragada, Senior Manager, Safety, Quality and Standards for Qatar Airways contacted Ron Schleede in early 2011 about the possibility of conducting an ISASI Reachout Workshop in Doha for Qatar Airways safety staff. Captain Dharamraj had attended ISASI Reachout Workshop No. 20 held in Dubai, UAE in November 2007, and he asked for a similar format. Captain Dharamraj Rebbapragada handled all of the logistics for the program.

1.2 The workshop was opened in Doha on 24 April 2011. Mr. Ashish Jain, Vice President, Corporate Crisis Management & Safety, welcomed the instructors and made opening remarks. On behalf of the ISASI President, Frank DelGaudio, Ron Schleede introduced the ISASI instructor team and thanked Qatar Airways for hosting the workshop.

1.3 The workshop was held at the training facilities of Qatar Airways near the Doha International Airport. The training room provided comfortable space for the 21 participants. Lunch was provided at the training center.

1.4 At the closing ceremony on 27 April 2011, ISASI certificates were presented to 21 participants in the presence of Mr. Ashish Jain.

2. Instructors

2.1 The instructors for the workshop were Ron Schleede, Caj Frostell and Mike Doiron.

2.2 During the course of the program, the ISASI instructors met with H.E. Akbar Al-Baker, Chief Executive Officer of Qatar Airways, who expressed his appreciation for ISASI's support. He also discussed the considerable growth of his airline operations, including the construction of a new airport at Doha.

3. Technical content of the workshop

3.1 The instructors for the incident/accident investigation management subjects were presented by Ron Schleede and Caj Frostell. Mike Doiron was the instructor for the Safety Risk Management subjects. Presentations were provided on:

- International requirements for SMS and Airline Safety Programmes;
- Introduction to SMS and lessons learned;
- Incident investigation and analysis using the SHELL model;
- Developing stress strategies and managing fatigue;
- Government investigations;
- Witness interviews;
- Cabin safety investigation;
- Developing the right safety culture;
- Mandatory incident reporting systems;

- Incident reporting within an airline;
- In-house incident investigations as part of SMS;
- SMS hazard identification and risk management;
- Prevention of runway incursions;
- Airport Risk Management;
- Operations investigation;
- Threat and error management;
- Naturalistic decision making (accident prevention);
- Incident investigation case studies;
- Human performance investigation;
- Hints about report writing; and
- Safety deficiency identification.

3.2 The programme included several interactive case studies and working group assignments.

4. **Participants**

4.1 The 21 participants from Qatar Airways represented the full spectrum of airline safety operations, including flight operations, cabin safety, dangerous goods, airports and safety department personnel.

5. **Participant handouts and materials**

5.1 The ISASI instructor training material comprised paper handouts for some participants, while other participants were provided a CD with the instructors' PowerPoint presentations to follow on their laptops. A second CD was provided for all participants that contained published incident/accident investigation and safety risk management manuals and booklets, accident reports, videos, etc., providing considerable background materials for future reference. In addition, ISASI membership forms were made available to the participants.

5.2 The arrangements at the training facility and for the instructors in Doha provided by Captain Dharamraj and his staff were excellent. The outstanding arrangements and assistance rendered to the instructors were invaluable in all aspects.

6. **Conclusions**

6.1 Being a Corporate Member of ISASI, the management of Qatar Airways was pleased to welcome ISASI activities at their home base. The managers and participants were most appreciative to ISASI for bringing the Reachout Workshop Programme to Doha and to the instructors for sharing their knowledge and experience. It is likely that Qatar Airways will invite ISASI back to Doha on another occasion.

6.2 The instructors enjoyed the discussions with the Qatar Airways safety professionals and were impressed with the high quality and multitude of safety programmes implemented under the auspices of the Safety Department.

6.3 Qatar Airways provided instructor travel and accommodations in Doha. There was no cost to ISASI for this workshop.