

Reachouts No. 29 and 30

Jeddah, Kingdom of Saudi Arabia From 7 to 11 June and 14 to 18 June 2008

Hosted by Saudi Arabian Airlines

1. Introduction

1.1 Saudi Arabian Airlines hosted the 28th and 29th ISASI Reachout Workshops on Safety Management Systems in Jeddah in the Kingdom of Saudi Arabia. The first five day SMS workshop was opened on 7 June 2008 by Captain Talal Ageel, Vice-President Flight Operations and Captain Essam Yeslam, General Manager – Flight OPS Standards and QA. Captain Yeslam also attended the first workshop. At the closing ceremony of the first workshop on Wednesday 11 June 2008, ISASI certificates were presented to the 22 participants by the two ISASI instructors and Captain Essam Yeslam.

1.2 The second five day SMS workshop was opened on 14 June 2008. Captain Mohammed Ali Jamjoom, General Manager Corporate Safety attended the second workshop. At the closing ceremony of the second workshop on Wednesday 18 June 2008, ISASI certificates were presented to the 25 participants by the two ISASI instructors and Captain Essam Yeslam.

1.3 The workshops were held at the Habitat Hotel in Jeddah in the Kingdom of Saudi Arabia. The hotel was conveniently located between the airport and the center of Jeddah. The hotel conference room was an excellent venue for the workshops, and an adjacent room was available for group assignments.

2. Technical content of the workshop

2.1 On 8 June 2008, the ISASI instructors provided a one hour Executive Management Introductory SMS Briefing to His Excellency the Director General of Saudi Arabian Airlines, Engineer Khalid Almolhem and approximately twenty Executive Vice-Presidents and Vice-Presidents. The SMS Briefing was held in the Saudi Arabian Airlines Headquarters. The briefing was much appreciated and well received.

2.2 The first workshop was held from 7 to 11 June; and the repeat workshop was held from 14 to 18 June 2008. The lead SMS instructor was Mr. Mike Doiron with Mr. Caj Frostell as assistant SMS instructor. Presentations were provided on the ICAO requirements and principles for SMS, SMS lessons learned, SMS Human Factors in organizations, stress, fatigue, SMS incident review including the SHELL model, incident reporting and in-house investigations as part of SMS, SMS hazard identification, SMS risk management, SMS safety analysis, SMS threat and error management, runway incursion training, SMS non-punitive programs, and an SMS implementation discussion. In addition, a number of interactive case studies were discussed, including a A330 landing in the Azores, an MD-80 accident outside Los Angeles, USA, an A340 accident in Toronto, Canada.

3. **Participants**

3.1 In the first workshop, there were 22 participants representing different departments within Saudi Arabian Airlines. An invitation to the workshop had also been extended to the Saudi Arabian civil aviation authorities (the General Administration of Civil Aviation); two GACA inspectors attended.

3.2 The second workshop had 25 participants, again representing different departments within the airline; as well as two GACA inspectors.

3.2 Both workshops were very interesting forums for exchanging experiences, different ways of implementing safety strategies, handling of emergency situations, and ideas for the future.

3.3 The management of Saudi Arabian Airlines (in particular the Corporate Safety and Flight Operations Departments) were very appreciative to ISASI for bringing the SMS Reachout Workshop Programme to Jeddah again.

4. **Participant hand-outs and materials**

4.1 The instructors prepared master copies of their training material. Saudi Arabian Airlines arranged for reproduction of the presentations consisting of hardcopy participant handouts, and CD libraries of published manuals and booklets. Each participant received CDs with a considerable amount of background materials on industry best practices. In addition, ISASI membership forms and corporate membership forms were made available to the participants.

4.2 The arrangements at Saudi Arabian Airlines were accomplished by Captain Mohammed Hersi, Flight Standards, and he was assisted by Mr. Essam Hanbazaz, Specialist Flight Operations Standards. The outstanding assistance rendered to the instructors by Mohammed and Essam was invaluable in all aspects.

5. **Sponsorships**

5.1 The travel of the two instructors and their accommodation in the Habitat Hotel in Jeddah was provided by Saudi Arabian Airlines. Saudi Arabian Airlines transported the instructors from/to New York on their convenient, luxurious and most enjoyable direct flights to/from Jeddah. The workshop buffet lunches at the Habitat Hotel were also provided by Saudi Arabian Airlines.



Mike Doiron, ISASI SMS instructor



Caj Frostell and Saudi Arabian Airlines SMS workshop participants.

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