

# Technical Consulting

## Safety Management - Safety Culture



## Human Performance Management Development of New LOSA Programme

**easyJet**

The easyJet safety team required support for the development of an in-house Line Operations Safety Audit programme with the goal to develop a system that would contribute to, and further enhance **easyJet's number one priority** of Safety

### Client Profile

Founded in 1995 easyJet has grown into a leading low-cost European operator, with over 200 aircraft flying on 580 routes across 30 countries and carrying in excess of 50 million passengers annually. easyJet employs over 7,300 people including 1,900 Pilots and 4,300 Cabin Crew.

### The Challenge

easyJet identified the need to rejuvenate and redefine their LOSA activity. The fleet move from Boeing to Airbus required a new LOSA process and competence development. easyJet needed a LOSA safety programme solution that would fully integrate with their operation and people. They needed to:

- ▶ Create unique taxonomies.
- ▶ Develop a small team of competent easyJet LOSA trainers.
- ▶ Train their own observers to be competent in their roles.
- ▶ Enhance the company's data analysts capability to assess Human Management Performance-based reports that supported the organisation's drive for continuous improvement.

### The Solution

- ▶ The range of solutions implemented has led to improvement in the client's safety management system (SMS).
- ▶ The Baines Simmons team created a taxonomy which met the requirements of both the easyJet operation and reflected the aircraft types the business operates.
- ▶ Observers and programme managers were trained using customised training material that reflected the unique easyJet taxonomy.
- ▶ Support was given to data analysts to develop new analysis methods and more meaningful reports and these quickly created the ability to identify areas where human performance/behaviours created a threat to the operation.
- ▶ Finally, a series of ongoing calibration visits were undertaken to ensure the programme functioned correctly and easyJet gained the benefit of data that met their expectations.

easyJet commented:

*"With restricted time and cost constraints, a successful joined-up solution was designed for us by a Baines Simmons team of specialist experts.*

*'All of the work was performed in an extremely efficient and professional manner, with an excellent training course and bespoke taxonomy developed.*

*'We now feel we have a first-rate LOSA programme up and running and, having just completed the first LOSA study, are planning the launch of the second and third.*

*'We are very pleased to have Baines Simmons' continued expertise and advice on board with us, further developing our LOSA programme.'*

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### The Outcome

- ▶ Through better understanding and a more effective LOSA, the benefits of being able to identify Human Factor based threats and errors within normal daily operations are now being realised.
- ▶ Since completing the delivery of the project, easyJet has performed in excess of 250 sectors of LOSA observations.
- ▶ The data gathered has proved invaluable and allowed the airline to identify areas where different/inconsistent levels of flight operation occur within the standard operating procedures.
- ▶ This has enabled more focused management actions to be delivered.

The project is seen as a further successful safety programme initiative helping easyJet meet its own demanding requirement to continuously improve safety and business performance.

### Summary of Baines Simmons services utilised

#### Consulting support

- ▶ Working in partnership with Clockwork Research, Baines Simmons developed unique LOSA training materials and taxonomies for easyJet.
- ▶ Human Performance Management expertise

#### Training courses

- ▶ LOSA Observer training