

## Environment / Pollution

As much as needed, as little as possible

„Best Practice“



## Specials

### Consequence of poor performance

- ✈ ADF on / in No-Spray-Zones:
  - ✈ Residues
  - ✈ Flight control problems
  - ✈ Smoke in cabin/cockpit
  - ✈ APU-failure
  - ✈ Aircraft does not lift-off properly



CRITICALS

1

2

3

4

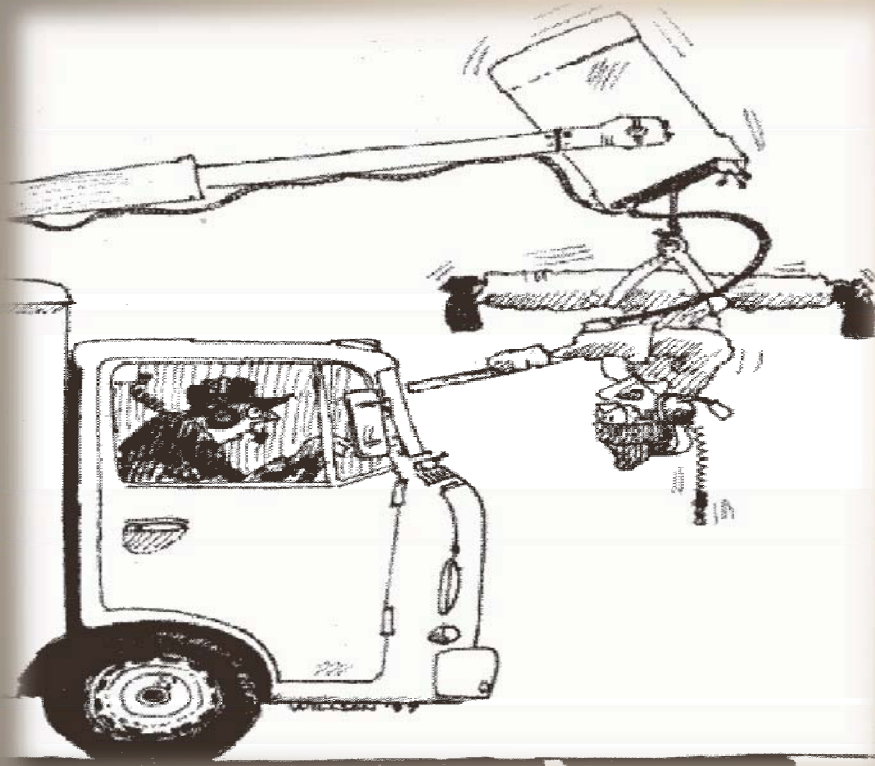
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# Specials



CRITICALS

1

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## Specials



Always lower the cabin  
before driving on streets!

CRITICALS

1

2

3

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## Specials

### Damage avoidance

- ✈ Buckle up
- ✈ Clear and precise communication between cabin and basket
- ✈ Monitor aircraft and vicinity
- ✈ Drive slowly
- ✈ Agree upon manoeuvres
- ✈ Do not use your phone whilst driving/operating

# Specials

## Reverse Driving



only with guidance !!!





## Specials

### Consequences of damage

- ✈ Injury of staff or passengers
- ✈ Delays
- ✈ Loss of reputation
- ✈ Tremendous cost of repair
- ✈ Flight cancellations

# De-/anti-icing and the use of SOPs





## Why we use SOPs

- Advantages and pitfalls of SOPs
  - Compliance and culture
  - Flight Crew use of SOPs / Checklists
  - Flight Crew perspective on deicing

# SOPs – Standard Operating Procedures

SOPs are written, published and tested procedures that are expected to be universally and consistently applied within an organization.

Fundamental part of all Quality and Safety Management Systems

# SOPs

They are used when ever you need to control:

- **Safety**
- Quality
- Delivery
- Cost

## Obtaining better compliance to SOPs

- Realise that well designed SOPs are essential for safety
- Make a strong commitment both personally, and as an organisation, to make procedural compliance a core value.

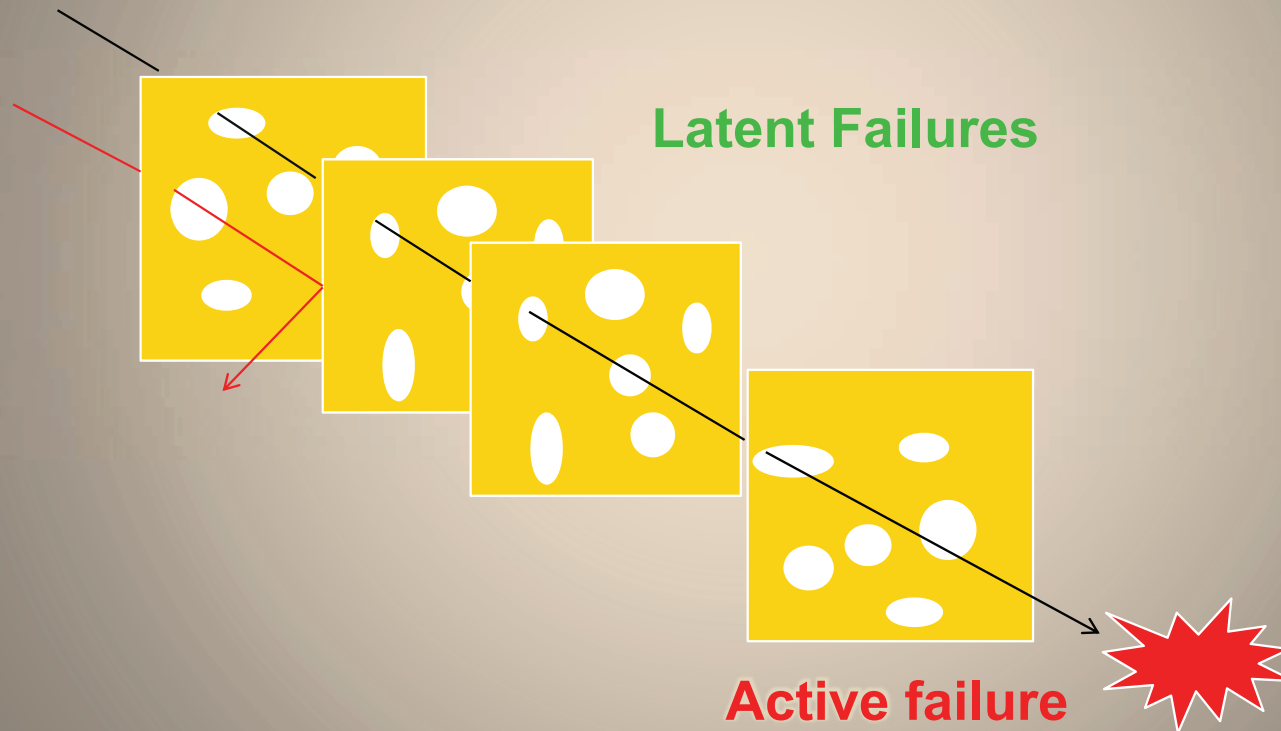
Simply having a procedure is not enough.

- Religiously following them, and insisting they be followed must be a way we do business.

## Culture

- Procedures must not be developed in a vacuum – they must have input from those who expect to use them.
- It is critical that those who intend to use them, understand them.
- Encourage a culture of openness.

# James Reason's Swiss Cheeses



BASICS

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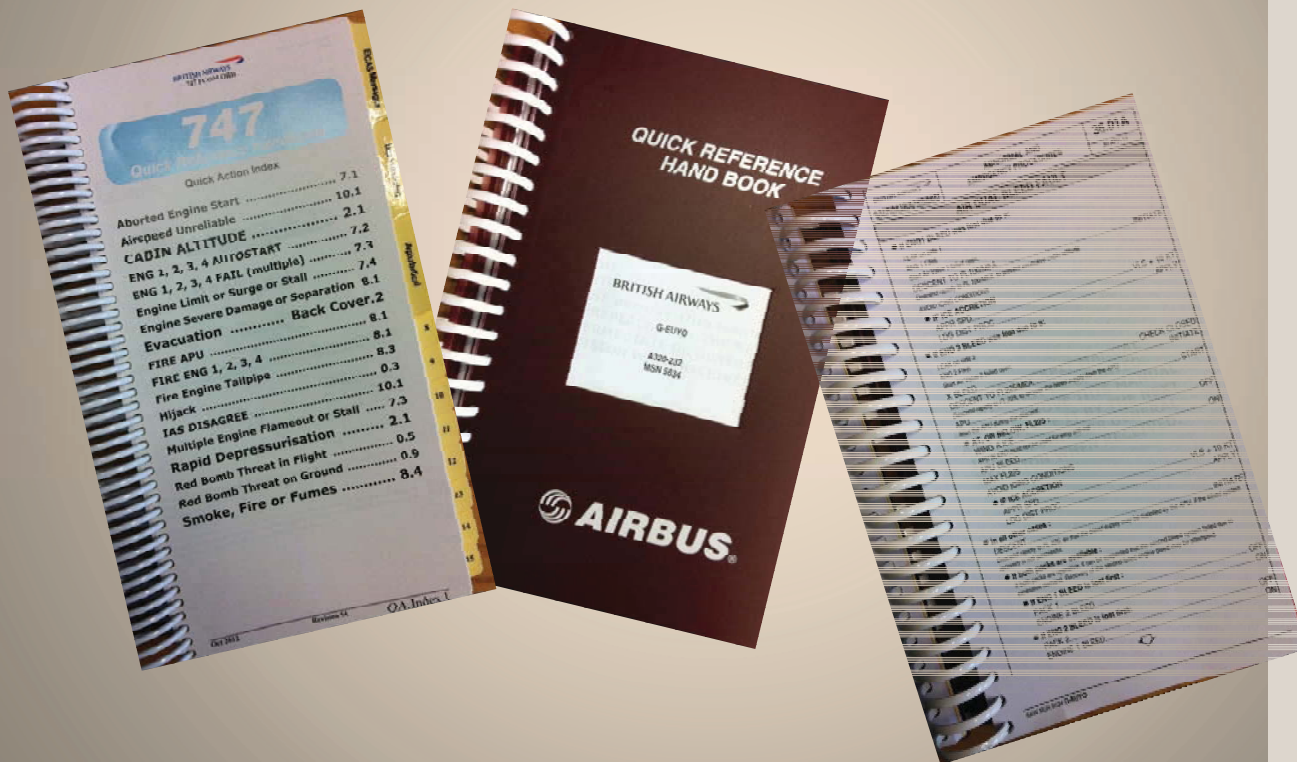


## Flight Crew use of SOPs / Checklists

### Characteristics of a Flight Crew:

- Highly conservative
- Risk adverse
- Take initiative / control
- Comfortable with routine
- High level of adherence to SOPs – efficient and flexibility

# Flight Crew use of SOPs / Checklists



BASICS

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

# Flight Crew perspective



**“Clean aircraft”**



BASICS

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

## Conclusion

“The goal is precision – not perfection”

Consistency

Flexibility

Safety



Questions ???



**Waiting for snow...**





Thank you !!!