

Just Culture – 11 steps Implementation Methodology for Organisations

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The Flight Plan



01

Why do we need JC

Understanding of complex system, learning and occurrence prevention

02

What about JC is?

Definition and infrastructure of JC

03

Common approach to JC implementation

KPIs, co-operation between ANSPs

04

JC 11 – Implementation Methodology

FAB CE, Before and after implementation of JC 11 Methodology

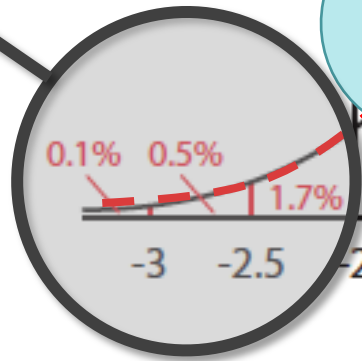


Need for Safety culture and JC

Safety focus:
accidents & disasters



We know a lot about
these



Normal, routine, day-to-day
performance: unremarkable
generally

Exceptional performance:
rarely accepted

The Miracle On The Hudson: how it
happened

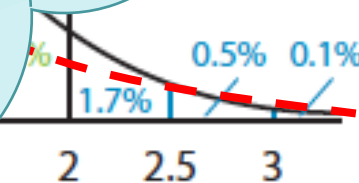
by **SULLY**
MIRACLE ON THE HUDSON



By Adam Smith
22 NOVEMBER 2016 • 9:30AM

The brilliant new movie *Sully: Miracle on the Hudson* tells the story of
US Airways Flight 1549 and the captain who saved every life on board.
Here is a breakdown of the flight – from takeoff to forced-landing.

**POSITIVE JUST CULTURE =
Increase in OCC Reports =
Positive Safety Learning
Approach**



From National Culture to Just Culture



“Culture” by Wikipedia

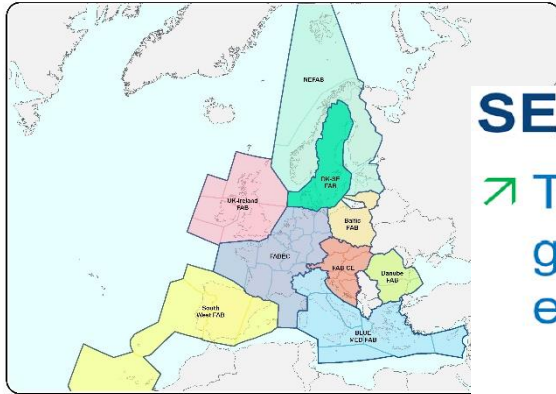
Culture is an umbrella term which encompasses the and found in , as well as the knowledge, beliefs, arts, laws, customs, capabilities and habits of the individuals in these groups.



JC as Safety Performance Indicator (EU legislation)

Singe European Sky – Key Performance Indicators

Harmonization within ANSPs



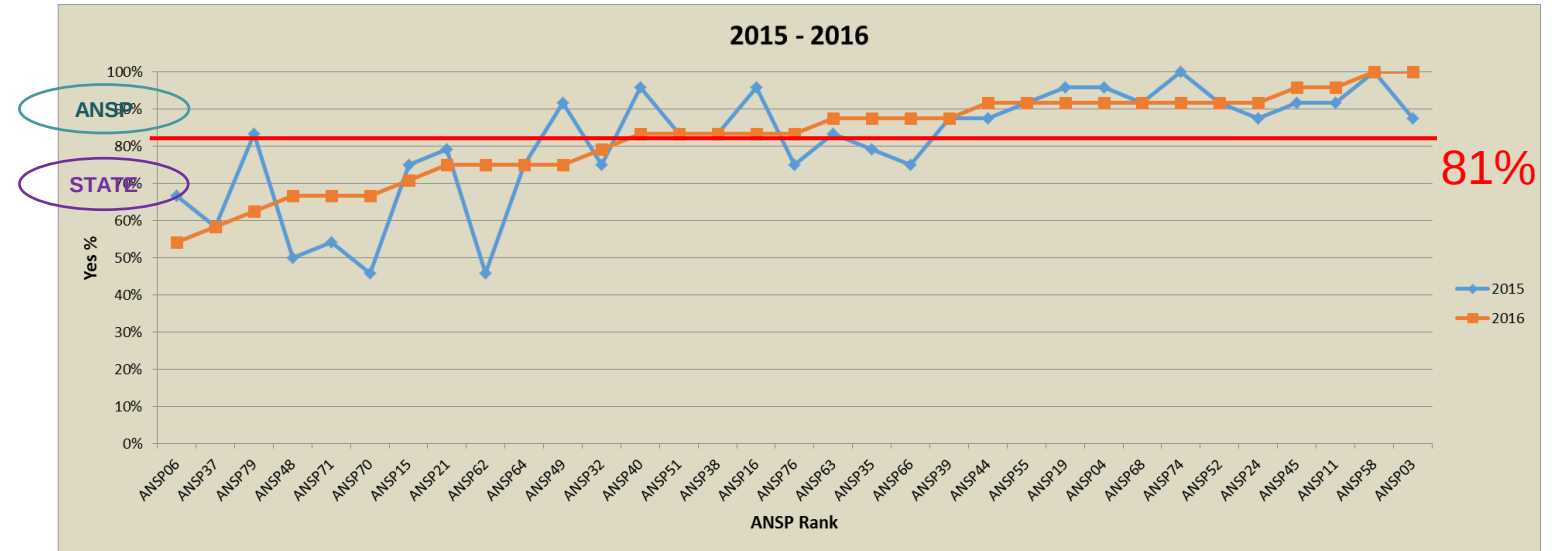
SES Goals

➤ The Single European Sky promises enormous growth, jobs & benefits to Europe's environment, economy, businesses & citizens...

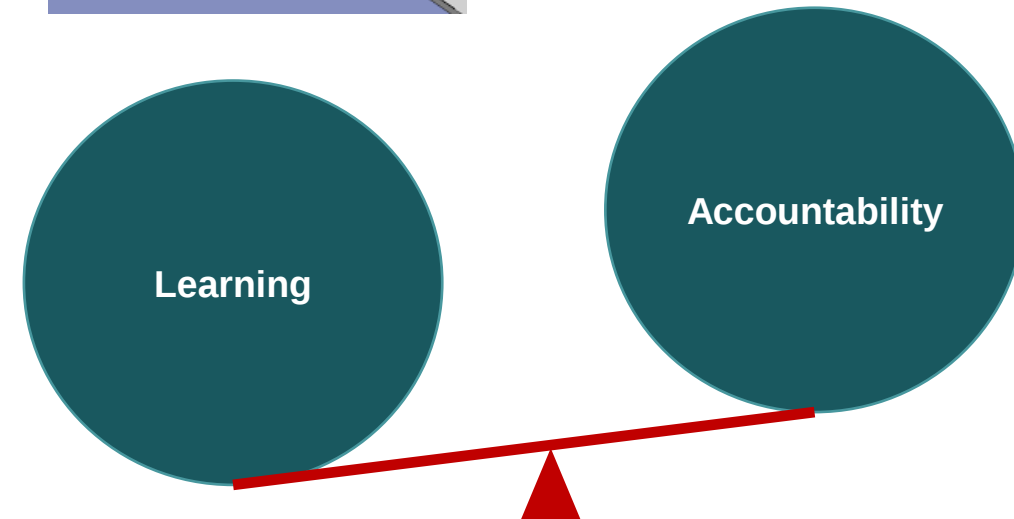
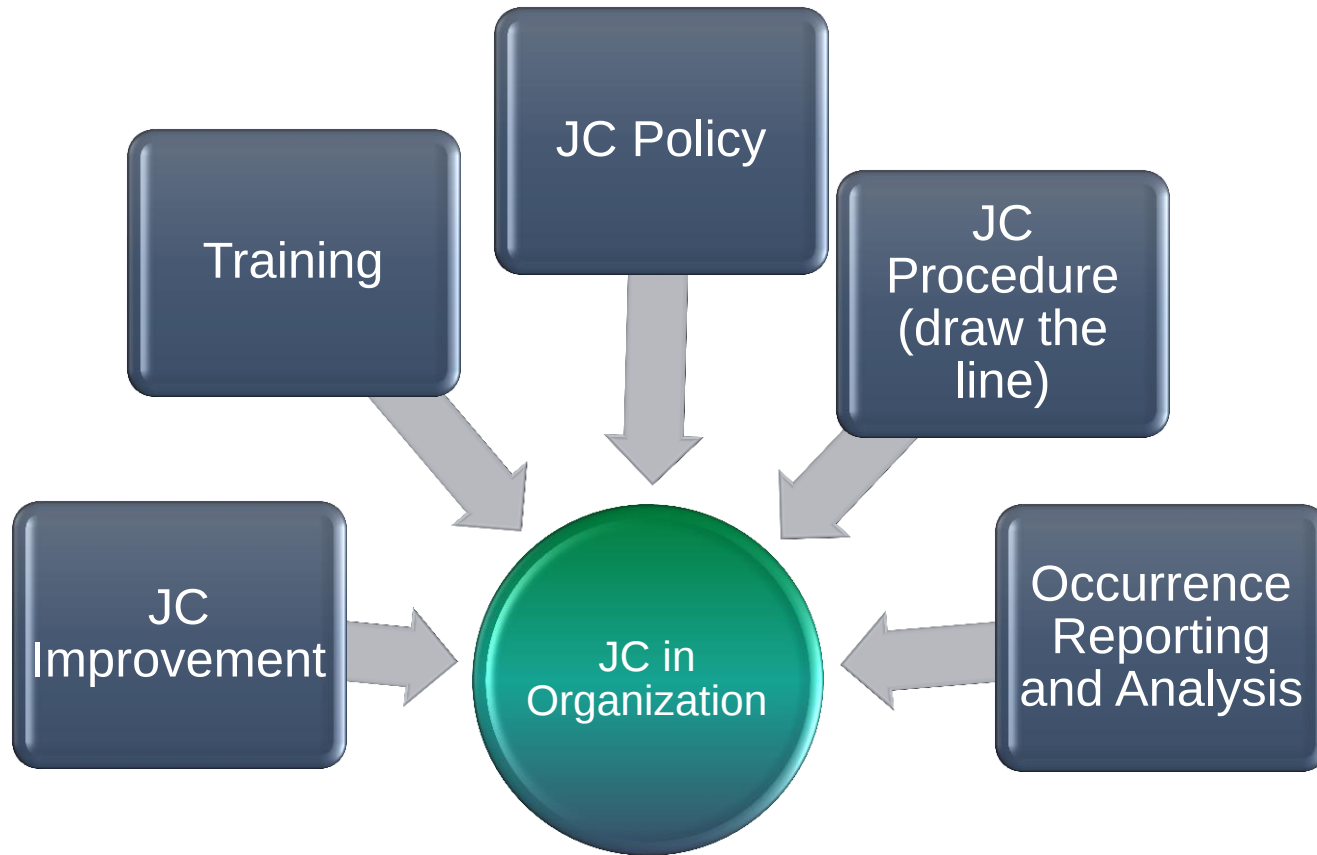


EC regulation Safety KPIs:

- EoSM
- RAT (SMI, RWY, SATM)
- Just Culture



Just Culture Infrastructure within the Organisation

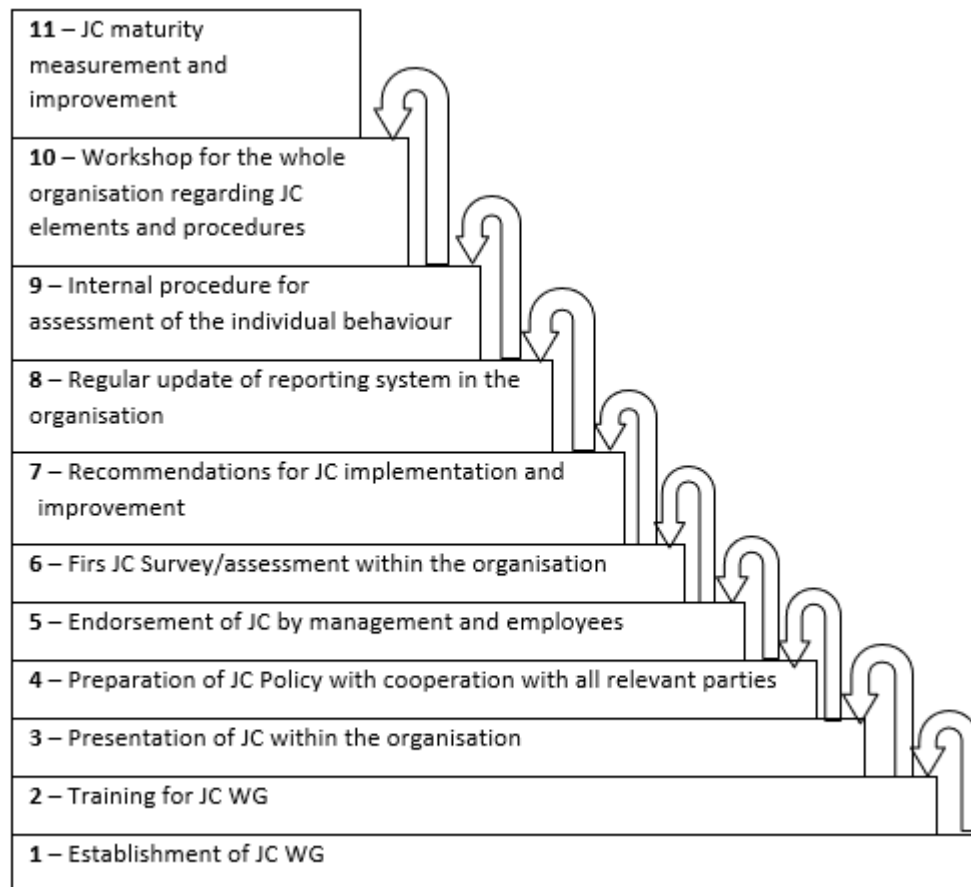




Just Culture – 11 steps Methodology for Implementation of JC in Organisation



2 DAYS WORKSHOP
7 ANSPs
SAFETY EXPERTS +
HUMAN FACTOR EXPERTS



JC+11 methodology (Source: Ing. Maria Kovacova, PhD.)



Just Culture – 11 steps Methodology for Implementation of JC in Organisation (cont.)



JC Area	JC Policy in the organisation			JC Procedure – Behaviour of employee			JC occurrence reporting and analysis			Training on JC within an organisation			JC survey			Continuous Improvement		
	N	P	Y	N	P	Y	N	P	Y	N	P	Y	N	P	Y	N	P	Y
ANSP 1			X			X			X			X			X		X	
ANSP 2		X		X					X		X		X			X		
ANSP 3			X		X				X	X				X		X		
ANSP 4			X		X				X		X			X		X		
ANSP 5			X	X					X	X				X		X		
ANSP 6			X		X				X		X				X		X	
ANSP 7			X		X				X		X			X			X	

JC Area	JC Policy in the organisation			JC Procedure – Behaviour of employee			JC occurrence reporting and analysis			Training on JC within an organisation			JC survey			Continuous Improvement		
	N	P	Y	N	P	Y	N	P	Y	N	P	Y	N	P	Y	N	P	Y
ANSP 1			X			X			X			X			X		X	
ANSP 2			X	X					X		X		X				X	
ANSP 3			X		X				X	X				X			X	
ANSP 4			X		X				X		X			X			X	
ANSP 5			X		X				X	X				X			X	
ANSP 6			X		X				X		X				X		X	
ANSP 7			X		X				X		X			X			X	



BEFORE

AFTER

Harmonised Approach to JC activities within the Organisation

