

Just Culture and Human Factors in Ground Handling



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Just Culture Defined-

A “fair” culture, that draws the line between right and wrong, when addressing human performance issues in the workplace. Based on learning and trust



Human Factors Defined-

The way in which people perform when interfacing with hardware, software, and other people in their working environment

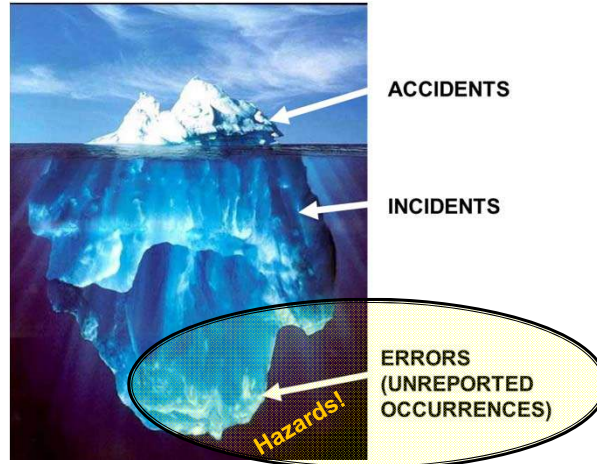


Paradigm Shift

- **Unjust Culture:**
 - Blame? Train? Fire? 3-days off without pay?
 - Sound familiar?
 - **Suppresses information**
- **Just Culture:**
 - Organizational factors (holistic)
 - People make mistakes
 - Don't punish good people...
 - Address the contributing factors
 - **Seeks information...**



What Information?



I See a Hazard



Ignore it?

Report it?



I Made A Mistake

“I was distracted and rushed due to imminent bad weather. Forgot to test brakes. No further issue.”

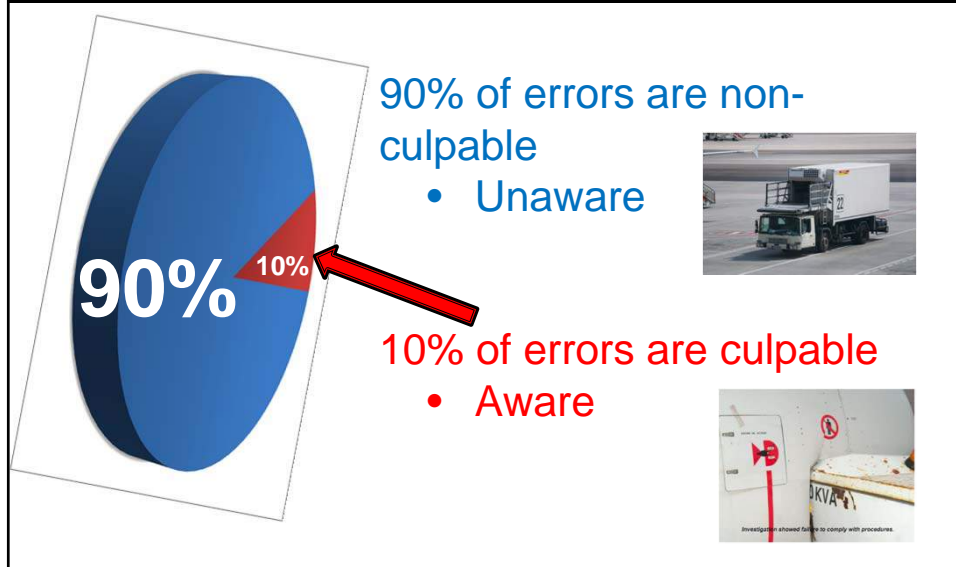


I Made Another Mistake



It will be reported now!

James Reason's 90/10 (intent)



So What Does All This Mean?

- ✓ Paradigm shift
- ✓ A Just Culture is based on LEARNING and TRUST
 - ✓ LEARN from mistakes
 - ✓ But we can only learn if there is TRUST
- ✓ Are employees willing to report hazards, occurrences and errors that don't otherwise need to be reported?
 - If not, why?

So What Does All This Mean?

- ✓ A clear policy regarding 90/10?
 - Unintentional acts
 - Willful violations
- ✓ Modeling from the top
- ✓ Transparency (safety communication)
- ✓ Does your company have a Just Culture?

I will be continuing this dialogue in
the breakout session...

Thank You! Gracias!

Any questions?

