CRM/NTS

THE NEXT GENERATION

A fully integrated approach

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Rick Sellers

Are our CRM/NTS programs REALLY Mitigating the Human input to OPERATIONAL RISKS?

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Current (Sixth generation) CRM

Threat and Error management (TEM) as its core element and incorporates the requirement to understand and address organisational culture as part of the program

- **BUT – Is this enough ?**

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Is it time to RE-FOCUS our CRM/NTS programs?
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WHAT DO WE NEED TO COVER ?

- Regulatory requirements/guidance
- ICAO requirements/guidance
- Organisational requirements

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WHAT ABOUT THE HAZARDS/RISKS (THREATS) SPECIFIC TO YOUR CONTEXT OF OPERATIONS ?

- Do you know the areas of higher risk ?
- Does your CRM/NTS program appropriately target these areas and form part of the risk mitigation strategy ?
- **IF NOT – WHY NOT ?**

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Do we need to re-think the CRM/NTS paradigm?

Time for a more integrated approach ?

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An 'integrated approach' is where the CRM/NTS programs are fully integrated with the organisational SMS and the corresponding Operational Risk Management systems

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The development of an ‘integrated’ approach to CRM/NTS training

WHAT ARE THE REAL ‘THREATS’ IN TEM?

An example - Helicopter Emergency Medical Services (HEMS)

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A RECENT MISSION
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THE CRM/NTS TRAINING CYCLE

- All crews rotate through CRM/NTS (and Technical) training program three times per year
- The training is typically scenario based, using full mission simulation, full crew - virtual reality simulation and relevant case study discussions and incident/accident reviews in the classroom environment.

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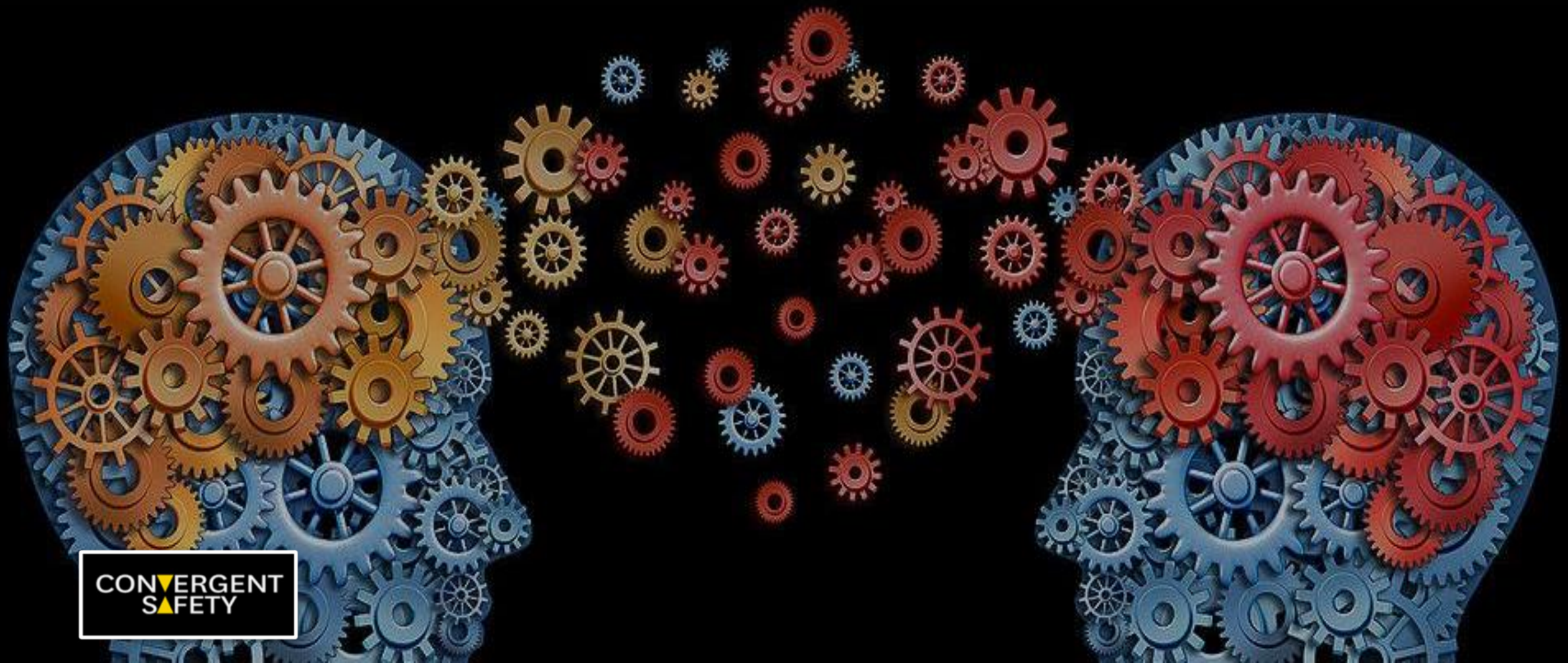
10 Key lessons from the development and implementation of an integrated HF/NTS program.



10 Key points to share with you…

1. The CRM/NTS programs linked to the SMS

2. Lead an lag indicators (Info Vs data)

3. The CRM/NTS programs as risk mitigation strategies (include tools and processes - awareness training is not good enough)

4. Specific tailored programs for all appropriate personnel (common terminology/tools).

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10 Key points to share with you…

5. Media to provide guidance on the development of CRM processes and NTS

6. Standardised and (accepted) CRM/NTS marking scales (Including training/education program for crews).

7. Specific training in the development and assessment of CRM processes and NTS for check/training staff

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10 Key points to share with you…

8. Appropriate assessment of ‘inter-rater reliability’

9. Crew CRM/NTS formally assessed as part of each checking and/or /training evolution

10. Crew de-brief of CRM/NTS issues (post flight) as an SOP requirement (learning points).

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An integrated approach to CRM/NTS

More information:

- **See me in the break**
- **Article in Nov 18 issue of ‘Australian Aviation’**

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An integrated approach to CRM/NTS

Questions ?

But then again – lunch awaits!

Thank you

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