

Conference speech AIRCARE

Why AIRCARE

- FAL wants to ensure we operate at the front end of the industry.
- FAL needed to have to have control of how it conducted its business in the future and not let policy makers dictate how we conducted our business
- NZAAA Accreditation lacked credibility because of resistance from industry and stakeholders
- Customer requirement- FAL have the ability and tool now to ensure facilities get improved in a timely manner
- Good relationship with the local council who will always in the first instance ensure any complaint is directed to us as the operator, which is normally always resolved at that instance but a change in policy/ staff member could see us vulnerable to prosecution for off target drift if we do not have a robust environmental management procedures.

AIRCARE Audit

- Found the audit to be relatively straight forward with help of Audit checklist, AIRCARE website is very helpful with lots of resources to draw from
- Already had a Quality Management system in place from past accreditation but was not being used to its full potential
- Had no expectation of passing the audit without findings. . In the audit we had 15 non-compliances (5 Critical of which you can have none if you want audit period pushed out to 3 years). Half of those findings could have been eliminated by having everything easily identifiable to the auditor on the day. I was unable to attend the audit due to topdressing commitment. If I could have pointed the auditor in the right direction to find the documents or action required to satisfy the checklist then I would have reduced my audit findings
- One year entry level audit is a good initiative as it provides good initiation with incentive to have systems working over the course the year
- Set goal to have our audits pushed out to 3 yearly
- Navigatus are very good to deal with, they were always there to answer questions during the period of closing off audit finding

- Navigatus auditors have industry experience, not necessarily Ag but in aviation in general which does help as you are not dealing with someone completely green to aviation

Hurdles

- Biggest issue so far is getting staff buy in and still is. Humans don't like change, with change comes resistance. I still find myself falling back into old routine and it does require consistency to keep the programme alive. Don't expect the gears to mesh straight away it will take time and is forever evolving. Robin Reid.
- Would involve staff members from day one so they feel a part of the process rather than having a staff meeting and saying this how it will be from now on.
- No Manual

Improvements

- I would like to see an AIA produced generic manual template for operators to house these procedures especially if flight ops is to be audited under the AIRCARE framework. I can hear some muttering under your breath “not another bloody manual”. But unfortunately we are in a world of compliance with compliance comes an audit trail and with an audit trail comes a paper trail.
- If you can walk into an audit put your manual on the table and that is easily readable and is logical to an auditor then staff will also find value in the document, it becomes a win win for everyone the auditor has a logical document to work thru which saves time which in turn saves you money during the audit process but it must be a living document within your organisation for it to work. So I say this keep it simple stupid. I am not a paper person, hate the stuff so if we can keep this manual template simple, easy to use so it is effective within our businesses then I do believe you will get some long term benefit and god forbid if we ever find ourselves in front of a majestrate like Pike River or the CTV enquiries then you will have some documented evidence to support your case.

Our first year expires in Dec and I look forward to the next audit.

The goal for the company is-

I would expect to see some improvement in the audit findings and extension to a two year audit period and then shoot for 3 yearly auditing from then on which will be my pat on the back to say you have an active and working environmental and safety management programme and the added bonus of reduced costs.

It is disappointing to only see 5 fix wing operators accredited on the AIA website, AIRCARE needs buy in from everyone for you to see any real benefits and I believe these benefits will be seen for fix wing operators in having flight ops as part of a risk management programme under the AIRCARE framework.

We are in a the perfect position now to control how our industry moves forward into the future, this conference is about you guys being a part of that