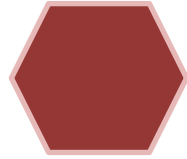


LIST OF 40
LEADING INDICATORS
IN AVIATION SMS

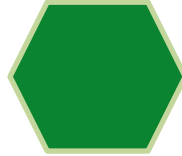
GLOSSARY



COMMUNICATION



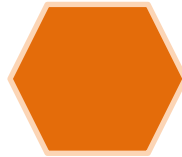
PREPAREDNESS



RESPONSIVENESS



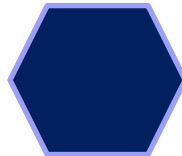
TEAMWORK



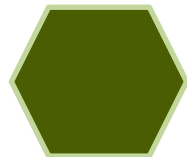
CURRENCY



PROMOTION




EFFICIENCY




REPORTING CULTURE






Leading indicators are the essence of proactive risk management. They are used to identify pre-cursors to risk.

Being able to properly develop a list of relevant leading indicators involves having two elements in your aviation SMS program.






 A high quality (professional) hazard database capable of tracking complex data interactions.

 A fairly mature and well implemented safety program. This may be realized when your safety performance begins to plateau and you are NOT already using leading indicators.






COMMUNICATION

-  Number of ways safety information is communicated to employees on a monthly basis (i.e. training, newsletters, meetings, etc.)
-  % of employees who can access safety training in their native language
-  Frequency of safety meetings
-  Frequency of newsletters
-  % of employees who can access hazard reporting reports in their native language






PREPAREDNESS

-  % of employees who have received all available safety training in the last year
-  % of training courses that feature end-of-course competency testing
-  Mean score of end-of-course competency test scores
-  % of employees who receive training for communication
-  % of training courses that were updated in past year






RESPONSIVENESS

-  % of hazard reports in which direct feedback was given to employees (e.g. request for more info, nomination, etc.)
-  % of employees whose safety performance was reviewed in the past 1 year
-  % of employees' performance review that is safety related (i.e., how many of employees' tracked performance items are safety related?)
-  Number of ways safety information was communicated to management by employees on a monthly basis
-  % of employees suggestions that were given feedback to employee

TEAMWORK

-  Average length of employment in your company
-  % of employees with over 5 years (~10,000 hours)
-  Average turnover rate per year
-  Average number of safety issues involving problems with other employees
-  % of employees who can access procedures in their native language

CURRENCY

-  % of jobs that have checklists
-  Average time between updating checklists
-  Average time between updating procedures
-  Number of safety inspections/audits completed per year
-  Ratio of audit items to audit findings (items/findings)

PROMOTION



Frequency of safety meetings



Ratio of semi-annual meetings vs high risk issues



Average number of minutes logged per meeting








% of newly hired employees who receive formal induction training








Average frequency of safety newsletters

EFFICIENCY

-  Average days to complete corrective actions
-  % of CPAs that were closed on time
-  Average time to fully implement change
(i.e. average time for change management)
-  Average time to close issues
-  % of issues that were closed on time

REPORTING CULTURE

-  Average days for new employees to submit first hazard report
-  Average number of hazard reports submitted per employee per [your custom timeframe]
-  Number of risk controls vs number of identified/analyzed hazards
-  % of employees who have reported “near misses” (i.e. barely missed being a serious safety incident)
-  % employees who have received specific hazard identification training