

## Flight Data Monitoring (FDM) for Business Jet Operators

# *Quality Service Deserves Quality Safety*

Hilton London Gatwick Airport, 14<sup>th</sup> November 2012

## KEY POINTS

*A summary of the key points made during the day.*

- FDM should be viewed as an integral part of an effective, proactive, closed-loop SMS. Neither should be run as simple 'tick box' exercises.
- Implementation of FDM can lead to the following benefits:
  - Improved flight crew performance through compliance.
  - Improved flight training programmes and operating procedures.
  - Detection and investigation of unsafe practices or conditions outside nominated parameters and action taken to correct problems.
  - Reduced maintenance costs through more efficient health monitoring.
  - Reduced fuel costs through intelligent monitoring of fuel use (whilst ensuring that safety is not adversely affected).
  - Possible reduced insurance premiums.
  - Improved reporting of occurrences.
- The Corporate Aviation Safety Executive (CASE) has been established to facilitate the sharing of safety data and best practice to improve safety, and to harmonise SOPs and flight training. This is of particular benefit to smaller operators that do not generate enough data by themselves to identify meaningful trends. Contact Malcolm Rusby ([mrusby@tagaviation.co.uk](mailto:mrusby@tagaviation.co.uk)) for more details.
- It is important to invest time to establish the right FDM policies and rules of engagement, and to ensure all parties are on-board before beginning an FDM programme.
- A working Just Culture is an essential prerequisite for a successful FDM programme. Equally, an effective FDM programme can support Just Culture.
- Start simple and grow the FDM programme as it matures and expertise increases.
- It is important to provide feedback to pilots and training departments, particularly after a noteworthy occurrence or an adverse trend is discovered.
- Validating the output of an FDM programme is essential.
- Dassault Aviation was facilitating the use of pooled FDM data from multiple operators of their Falcon 7X aircraft.

- Whilst operators can outsource their FDM programmes to a third-party service provider, they must still retain overall responsibility for it.
- An FDM service provider is able to provide an aggregate view of the safety performance of a group of similar operators and to show where an individual operator sits within this aggregate view.
- From a legal perspective, continuing to 'do the right thing' is the best defence in the event of legal action taken following an accident – not only will this reduce the likelihood of having the accident in the first place but it will demonstrate 'best endeavours'.
- Individuals should consider carefully what they write (e.g. in safety investigation reports) in terms of statement of fact vs. speculation. This includes e-mails or contributions to online forums, which can be used as a source of evidence.
- The European Operators FDM (EOFDM) forum is a voluntary partnership between EASA and industry to:
  - Facilitate the implementation of FDM programmes.
  - Help operators in drawing the maximum safety benefits from an FDM programme.
  - See <http://easa.europa.eu/essi/ecast/main-page-2/eofdm> for more information.
- The UK Operators FDM Group performs a similar role for UK-based operators with established FDM programmes.
  - Contact David Wright ([david.wright@caa.co.uk](mailto:david.wright@caa.co.uk)) or see <http://www.caa.co.uk/fdm> for more information.