

KLM Safety Culture

The next step

Brussels, November 2018

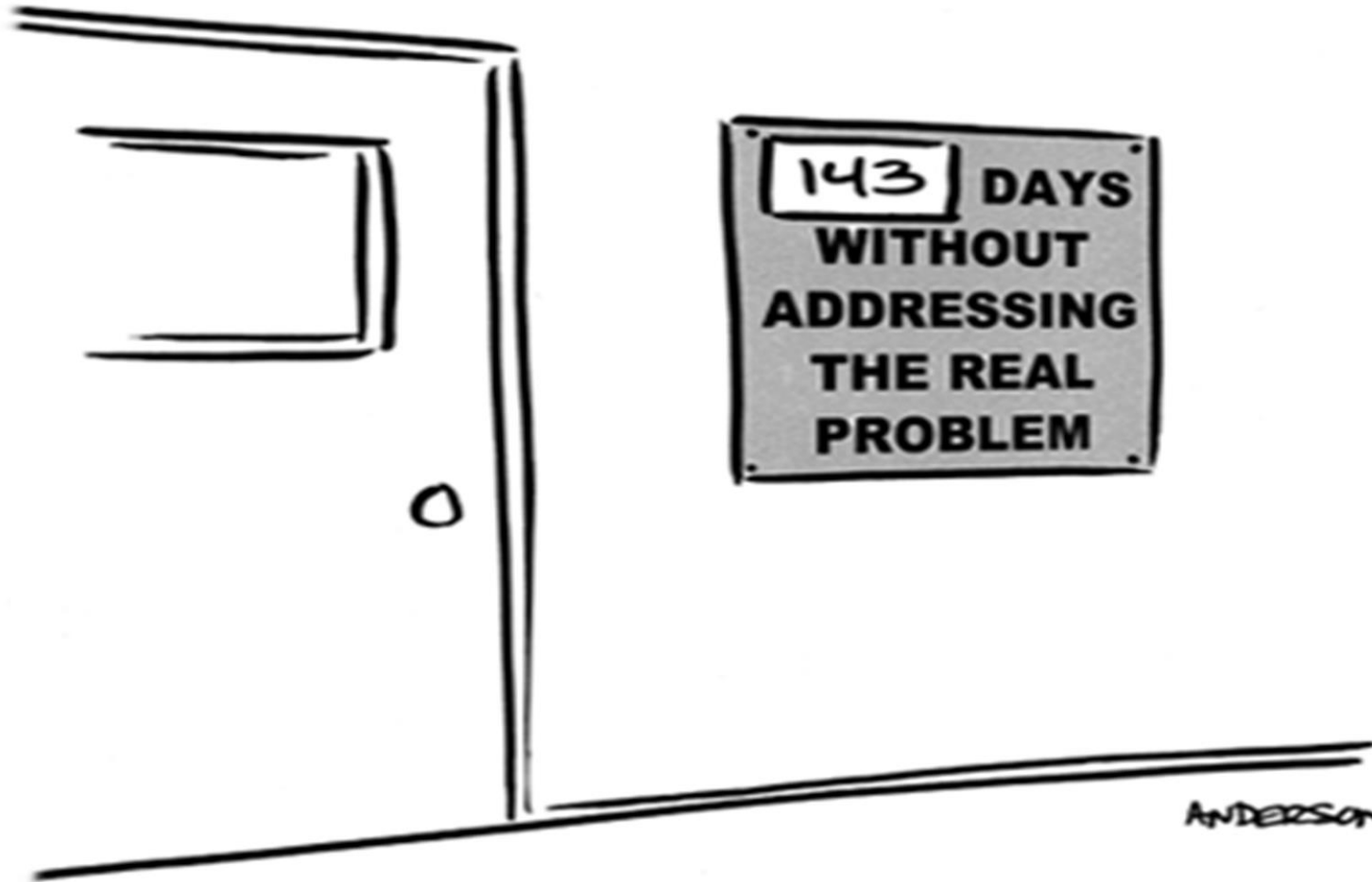


AIRFRANCE KLM

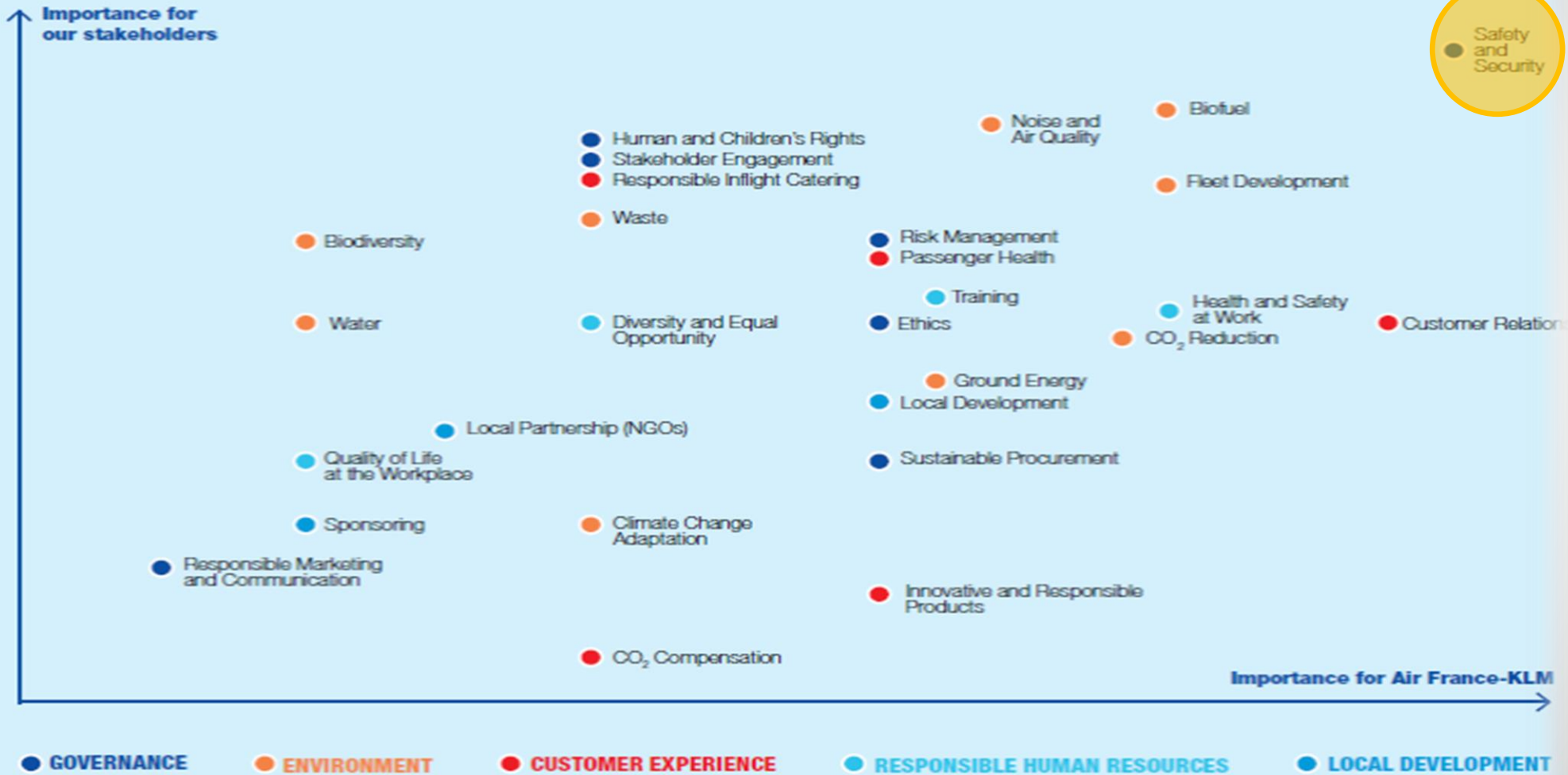


© MARK ANDERSON












WWW.ANDERTOONS.COM



MATERIALITY MATRIX



● Safety @ KLM

RANK	AIRLINE	CODECS	COUNTRY	NEW RISK- INDEX ORDER 2018	REPORT
1	Emirates	UAE	 United Arab Emirates	93,61 %	REPORT
2	Norwegian AS	NAX	 Norway	93,26 %	REPORT
3	Virgin Atlantic AW	VIR	 United Kingdom	92,87 %	REPORT
4	KLM	KLM	 Netherlands	92,77 %	REPORT
5	EasyJet	EZY	 United Kingdom	92,75 %	REPORT
6	Finnair	FIN	 Finland	92,67 %	REPORT
7	Etihad Airways	ETD	 United Arab Emirates	92,56 %	REPORT
8	Spirit Airlines	NKS	 USA	92,18 %	REPORT
9	Jetstar Airways	JST	 Australia	92,12 %	REPORT
10	Air Arabia	ABY	 United Arab Emirates	92,09 %	REPORT
11	Vueling Airlines	VLG	 Spain	92,02 %	REPORT

Ranking 2014: 5

Ranking 2015: 5

Ranking 2016: 5

Ranking 2017: 5

Ranking 2018: 4

KLM wants to be a world leader on Safety

Phase 1 : online survey

Generic

- 50 generic statements based upon 9 safety culture dimensions
 - developed & psychometric validated for European ATM
- Adapted for aviation in the Future Sky Safety project
 - Luton Airport stakeholders & European Cockpit Association research

KLM specific

- 30 KLM specific statements
- ISMS / KLM 5 Safety principles & 4 Safety domains

Open feedback



Phase 2 : workshops

Objective

1. Outcome & understanding online survey
 - 'stories' behind the stats
2. Find improvement of the (I)SMS
 - Feedback on the survey

Organization

- 9 workshops
 - Flight Operations, Inflight Services, Cargo, KLM Cityhopper, Fleet Services, Security Services, Operations Control, ISSO, S&SPP
- 5 – 15 employees per workshop, 2 – 3 hours

Content

- Introduction
- Presentation on division results & feedback
- Determine the gap
- Suggestions for improvement



Phase 3 : interviews with senior management

Objective

1. Inform management on division results
2. Receive feedback on division results

Organization

- 10 interviews
 - Fleet Services, E&M, ISSO, KLM Cityhopper, Flight Operations, Operations Control, Ground Services, Inflight Services, Cargo, International Stations
- Interviews on results, 30 – 60 minutes
- Review statements of the interviewees



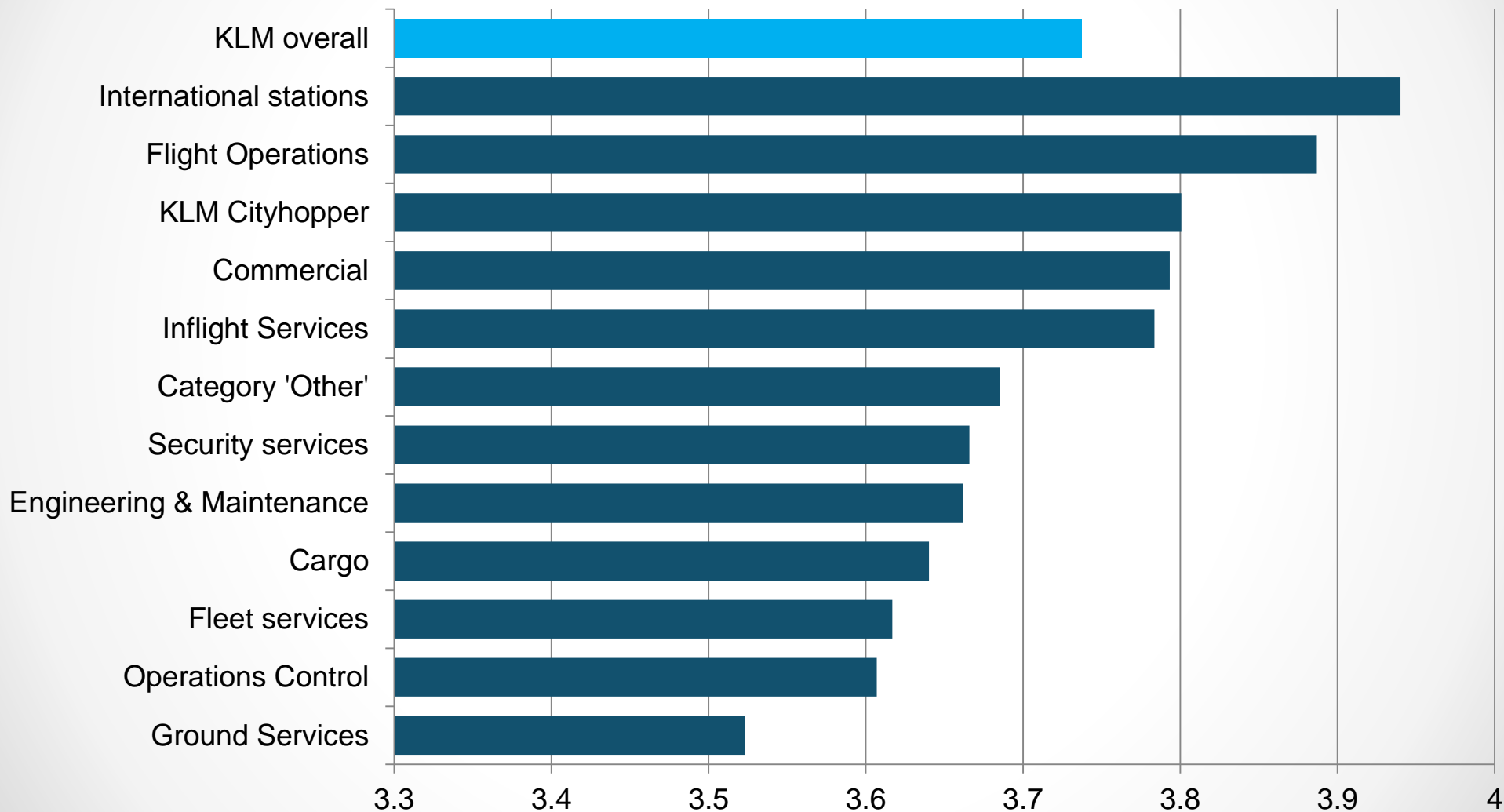


KLM Safety culture survey / participation



Divisie	# uitgenodigd	# e-mail gezien	# doorgeklikt	# deelnemers	Deelnemers%	Deelnemers% 2012
Flight Operations	2566	2262	889	782	30.5	38
Operations Control	52	46	42	37	71.2	64
Inflight Services	9288	8193	3945	3597	38.7	32
Ground Services	6286	3016	1619	1354	21.5	19
Cargo	1444	749	479	395	27.4	18
Fleet Services	24	22	16	14	58.3	64
Engineering & Maintenance	4720	2798	1978	1692	35.8	43
Security Services	124	78	57	49	39.5	70
KLM Cityhopper	1499	1300	549	477	31.8	50
Commercial	309	207	151	122	39.5	
International Stations	1.761	1.087	986	908	51.6	
Totaal	32.370	22.338	12.647	11.041	34.1	33

Safety culture – feedback per division



KLM specific – feedback per division

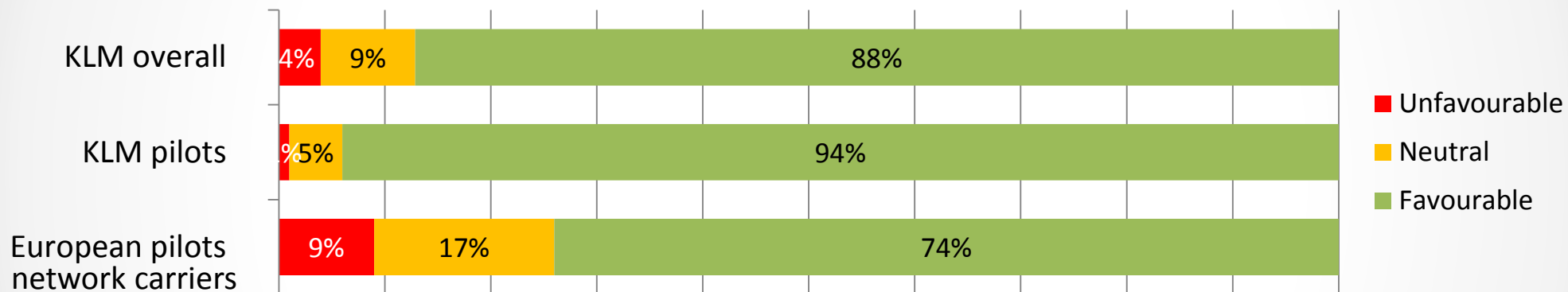
Average score per ISMS item

KLM 5 safety principles and domains

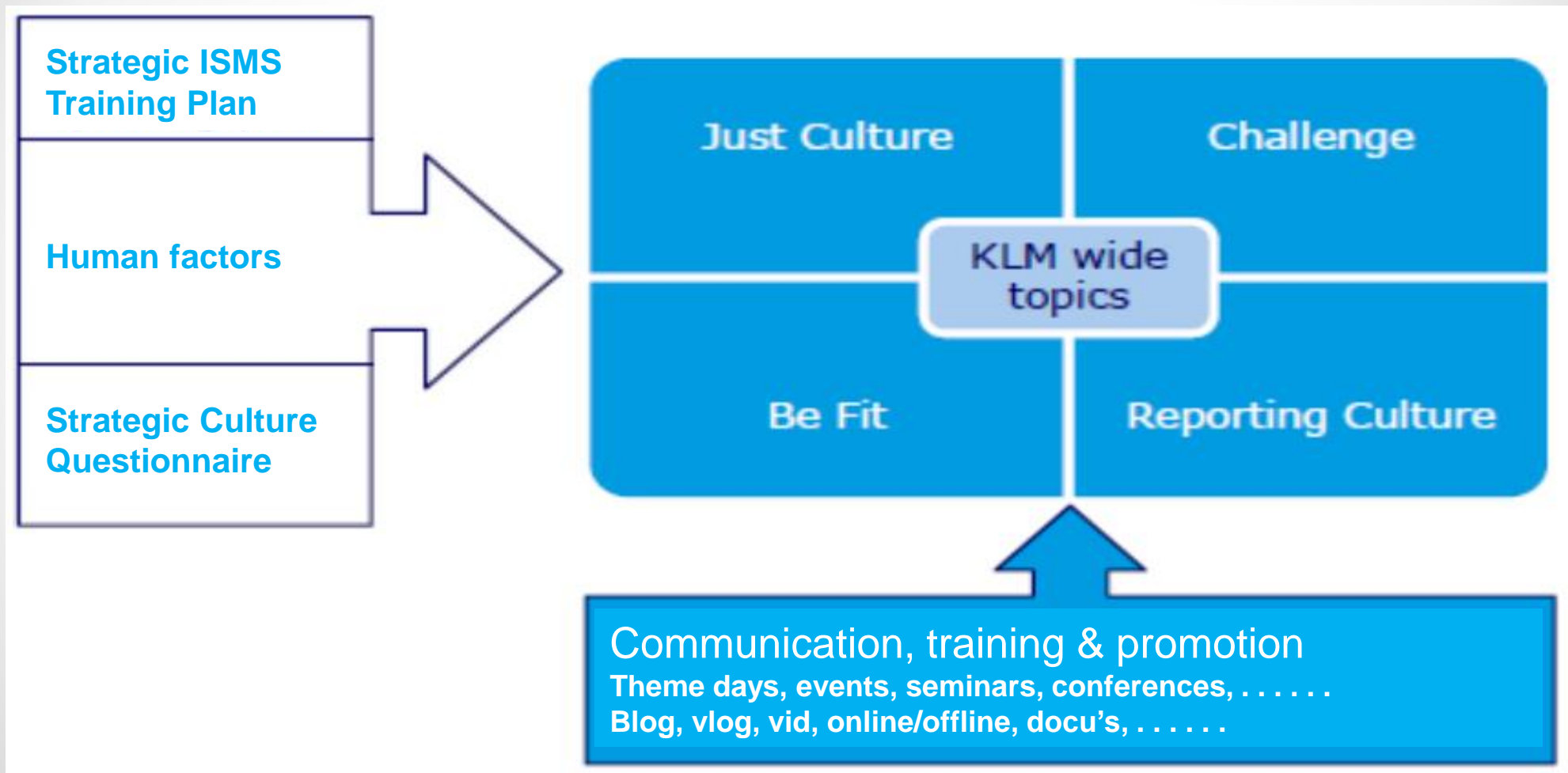


Safety culture - benchmark

“Safety is taken seriously in this organization”



Safety & Security Promotion Plan 2018



Communicatie matrix Safety Promotie juli - december 2018 (status 24SEP18)

Month	General	Challenge	Be Fit	Reporting	Just Culture	Means & tools
June		Yammer blogs	1. OCC Health week 2. Fatigue Knowledge Lunch	Q-pass (ISSO & AV)	Symposium WeView	1. Newsapp 2. Yammer blogs
July	ISMS process scheme (animation)		KLM Cargo Tour de France		Filming COO & NP's	1. Newsapp 2. Yammer blogs
August	Article Veiligheid Magazine			<i>See it, say it</i> campagne	Filming COO & NP's	1. Newsapp 2. Yammer blogs 3. Gadgets 4. Monitors
September		Start Show & Tell CGO	1. Dam tot Dam run 2. Dam tot Dam walk		Filming COO & NP's	1. Newsapp 2. Yammer 3. Monitors 4. Posters
October	1. Safety portal live 2. ISSO Open House 3. MOC process scheme	Management Group challenge	Health Portal live (31/10)	Reporting Vlogs (TLO & IFS)	1. JC film live 2. JC workshop with KLM WC	1. Newsapp 2. Yammer 3. Blauw article (December)
November	1. ISSO Hackaton 2. Safety day management trainees	ID challenge	Theme 24/7 (OCC)		1. JC division vids 2. JC Safety day & RAF	
December	Blauw magazine	Computer challenge	Walk & Talk meeting	Reporting campagne & See it, say it! @pp live	JC & Reporting	Campagne a/o 1. Newsapp 2. Monitors 3. Video (what happens with my report)