



# Implementation of SMS in ANA Group

**October 26, 2007**

**ANA Corporate Safety**

**Tatsuro Tanaka**



A STAR ALLIANCE MEMBER





## **contents**

- 1. Safety” and “Peace of Mind”**
- 2. Assured System**
- 3. Education and Enlightenment**
- 4. Safety Culture**



# 1. “Safety” and “Peace of Mind”



# Quality in Airlines

## Quality

- **Safety**
- **Punctuality**
- **Comfort, Utility**

## Basic Policy

- **Safety, which is most important as a public transportation, precedes other basic quality elements such as punctuality and comfort.**



# ANA Group Safety Principles

## **ANA GROUP SAFETY PRINCIPLES**

**Safety is our promise to the public  
and is the foundation of our business.**

**Safety is assured by an integrated  
management system and mutual respect.**

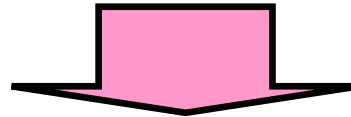
**Safety is enhanced through individual  
performance and dedication.**



# Definition of “Safety”

## General Definition

- No accident



## Definition in Safety Management

- Safety is the state in which the risk of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard (potential risk factor) identification and risk management.



# from “Safety” to “Peace of Mind”

## “Safety” and “Peace of Mind”

- Safety: logic of airline
- Peace of Mind: logic of customer



## ANA Group’s Management Policy

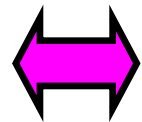
- When customers rely on various qualities such as safety of ANA group airlines, they can have “Peace of Mind” with ANA group Airlines.
- ANA group sincerely pursue the airlines that always are relied by customers.



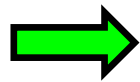
## **2. Assured System**



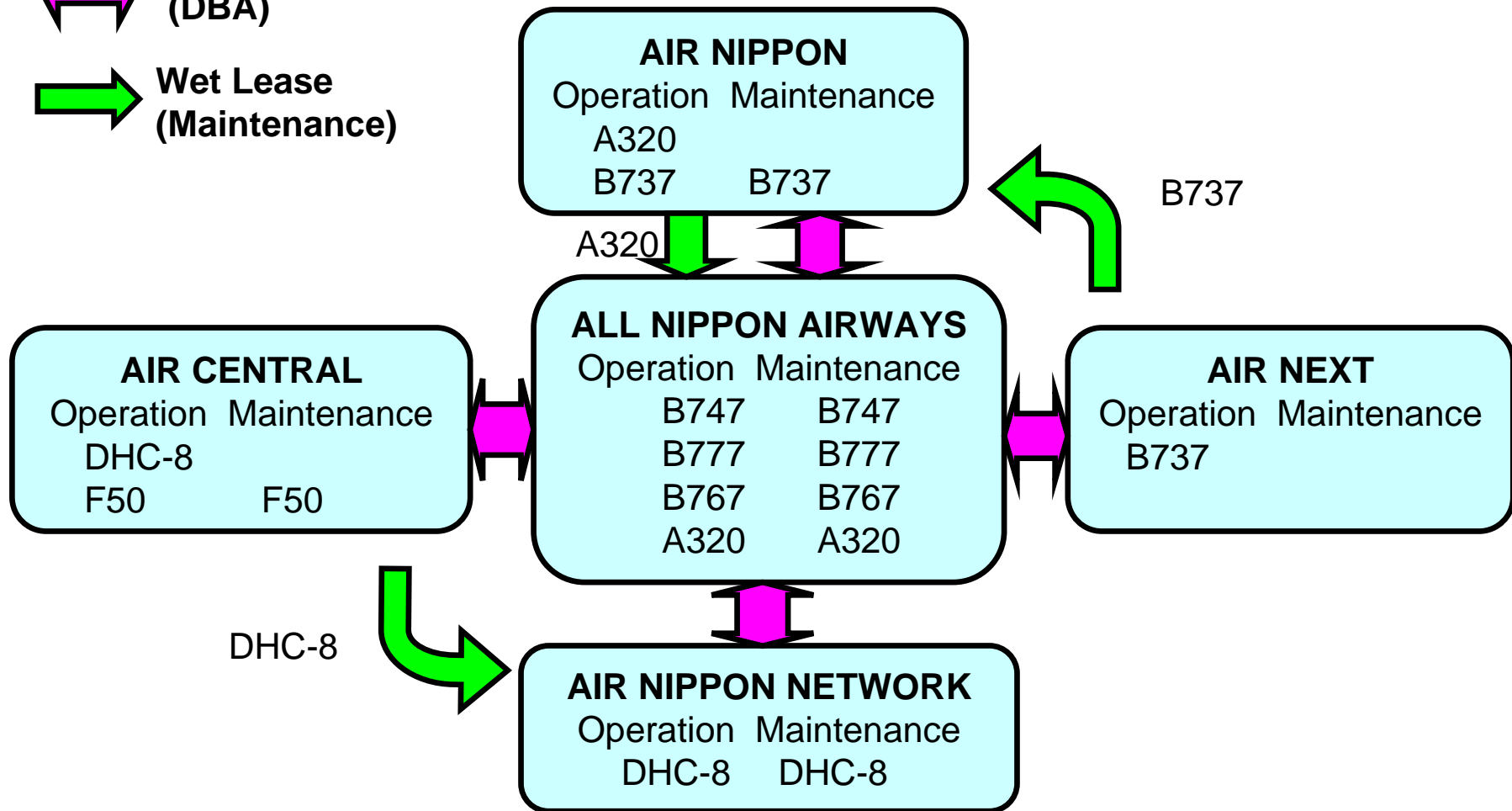
# Domestic Operation by ANA Group Airlines



Doing Business As (DBA)

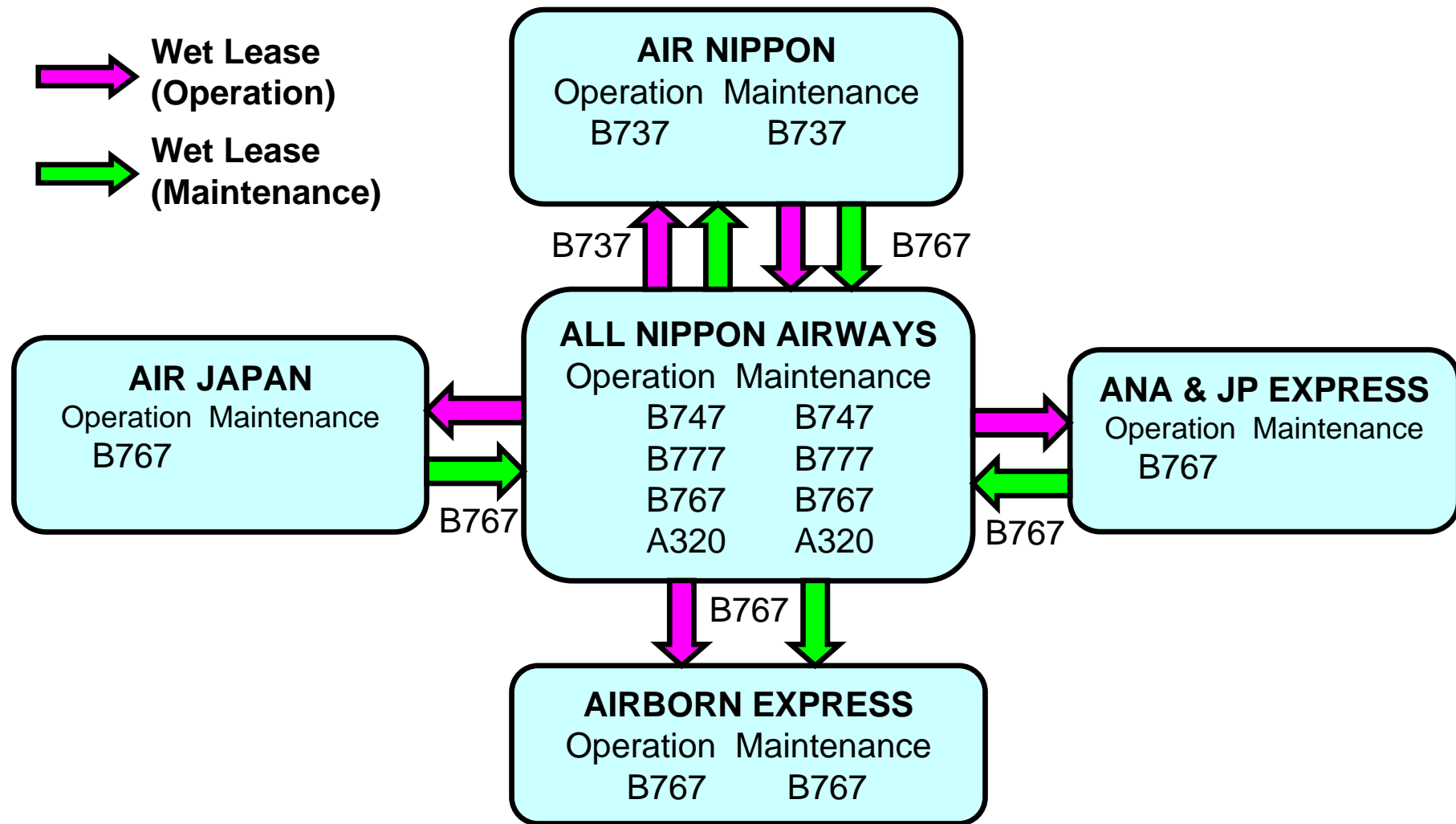


Wet Lease (Maintenance)



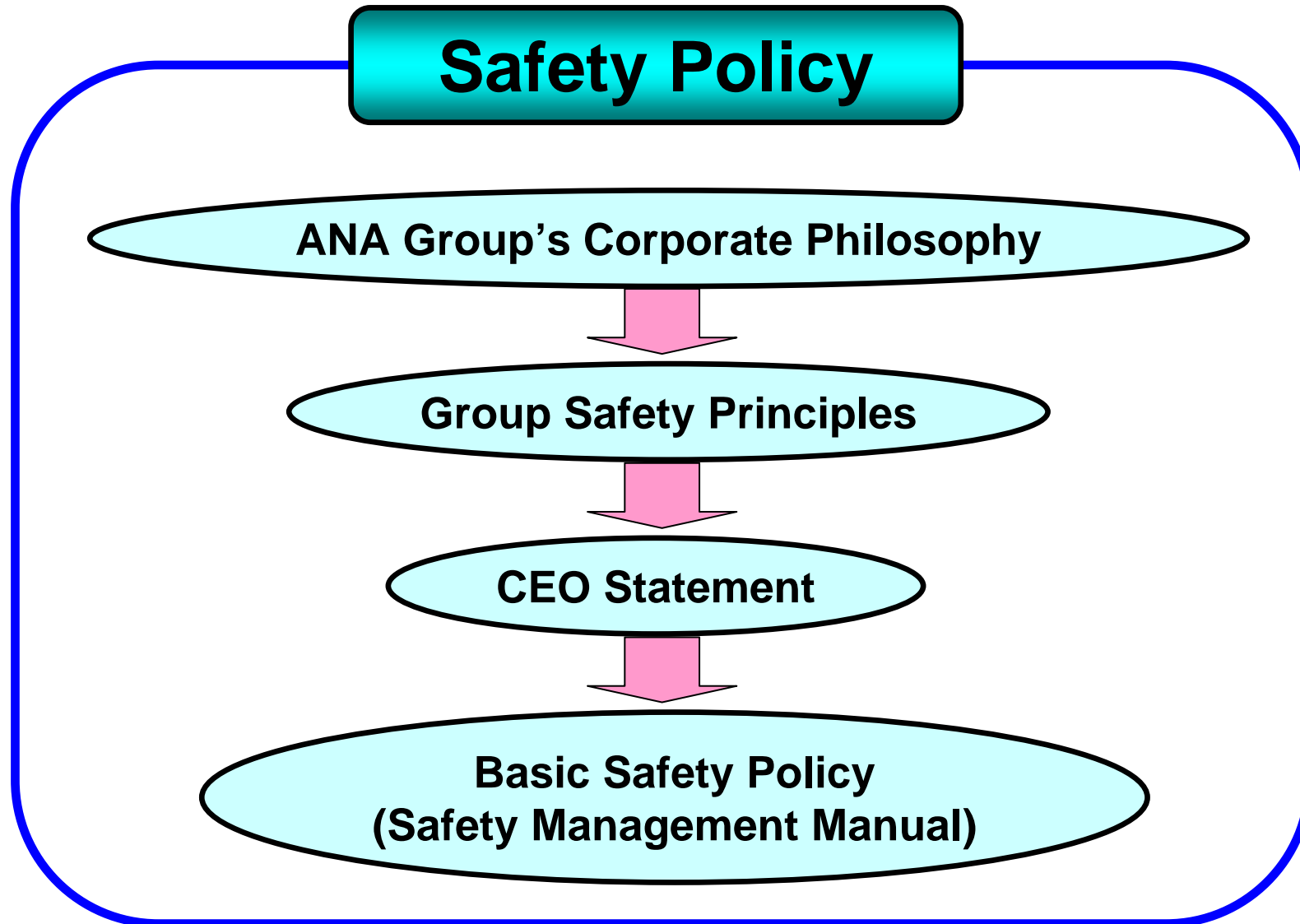


# International Operation by ANA Group Airlines



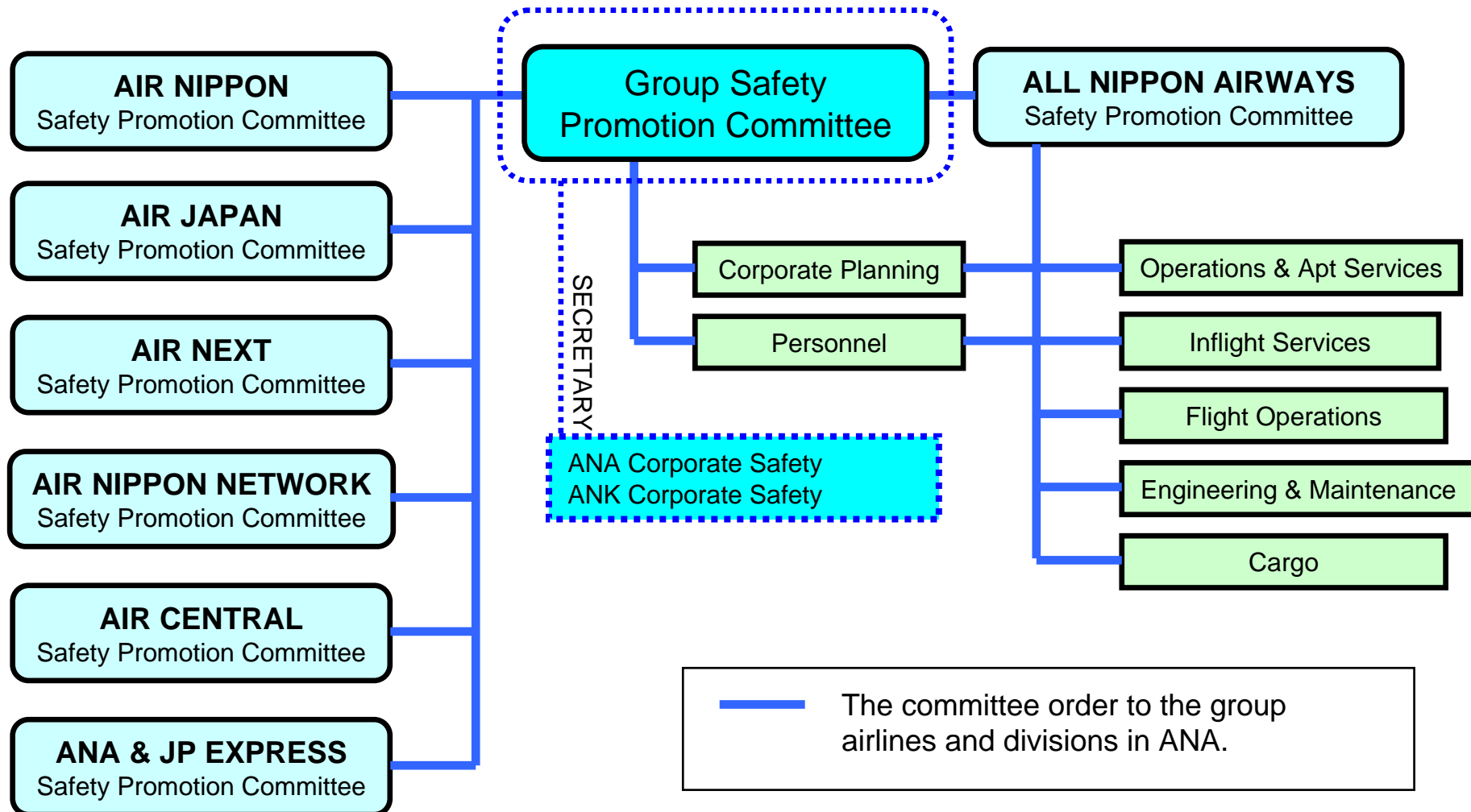


# Safety System in ANA Group



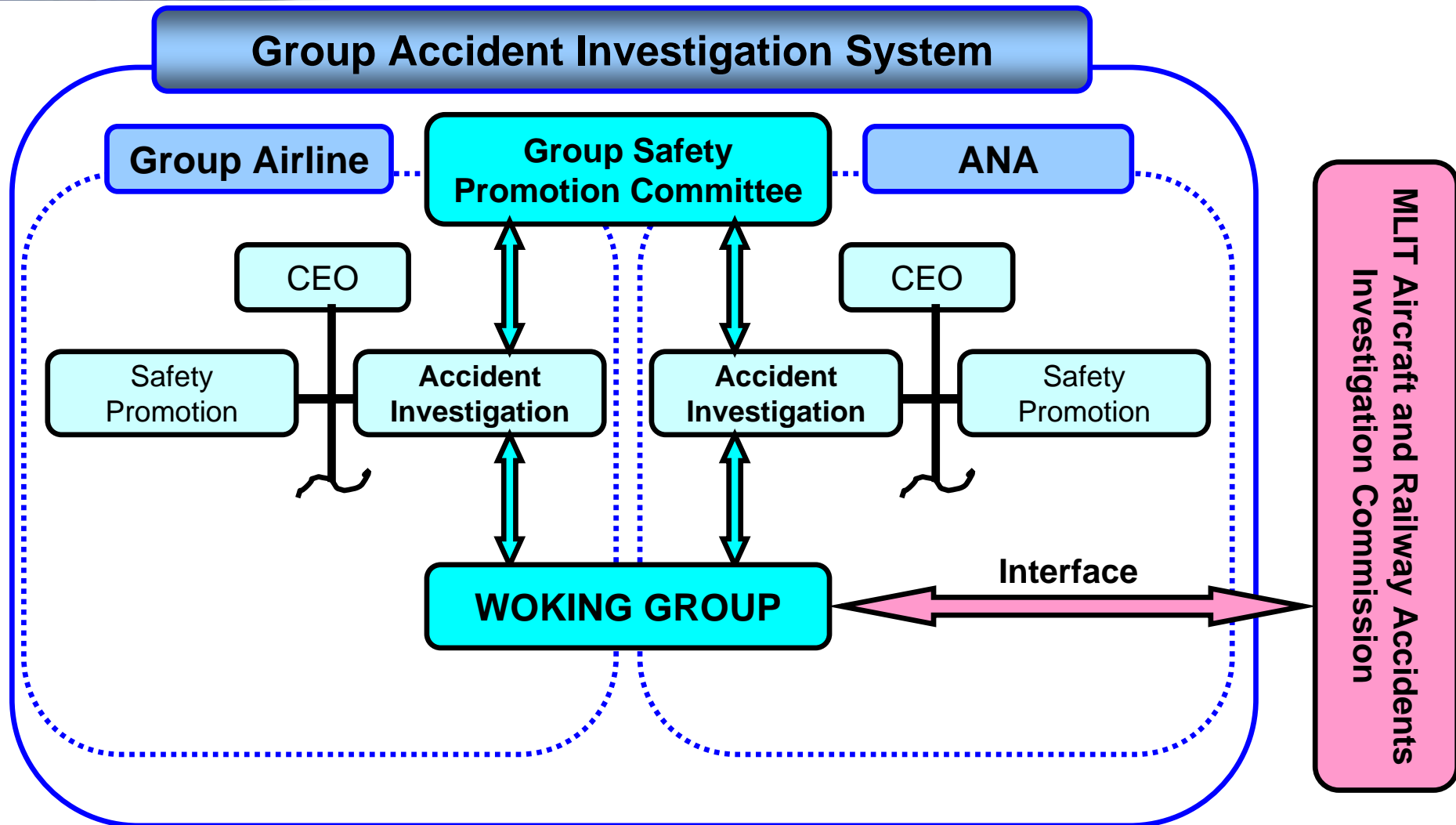


# Organizational Structure of Group Airlines



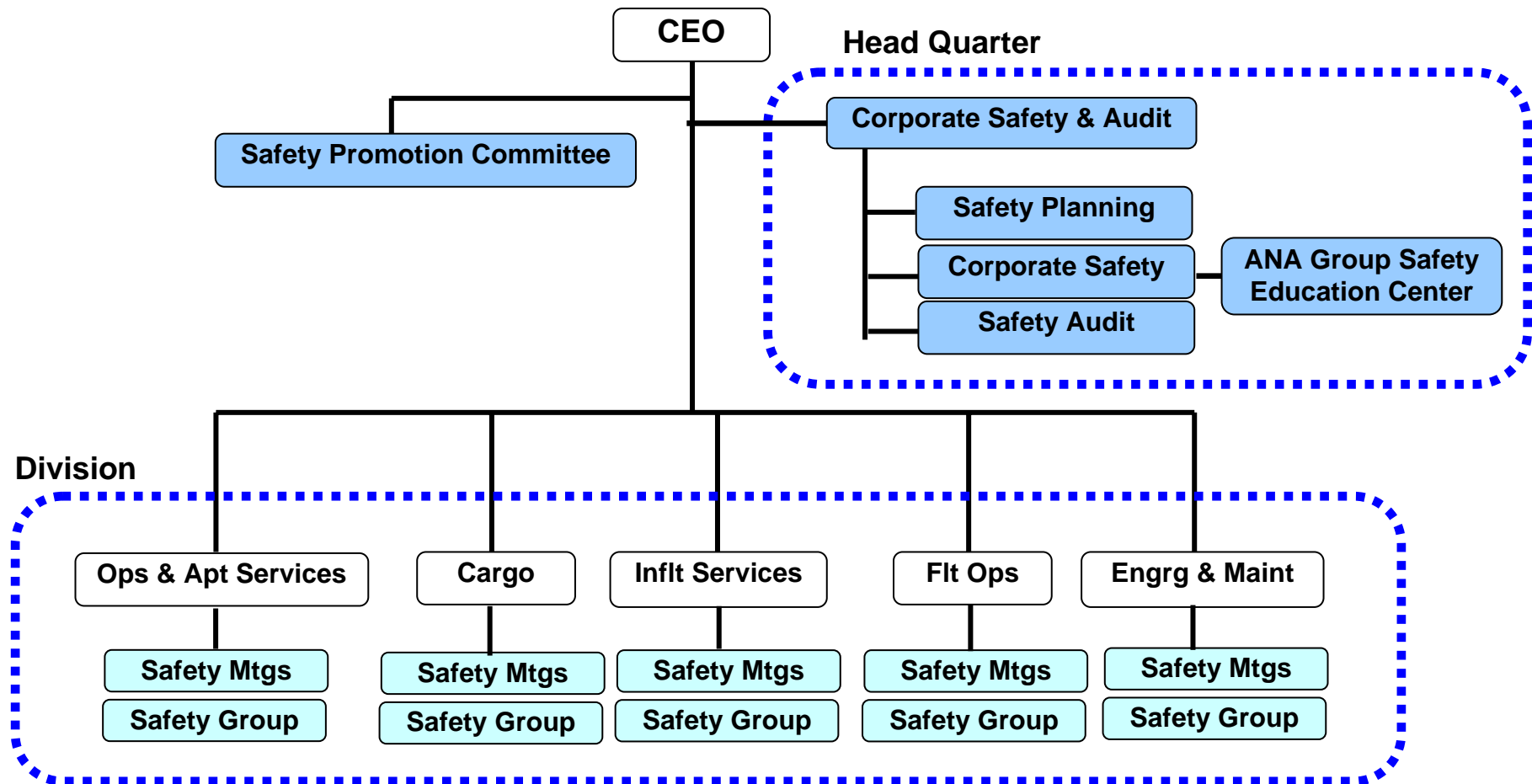


# Accident Investigation of Group Airlines



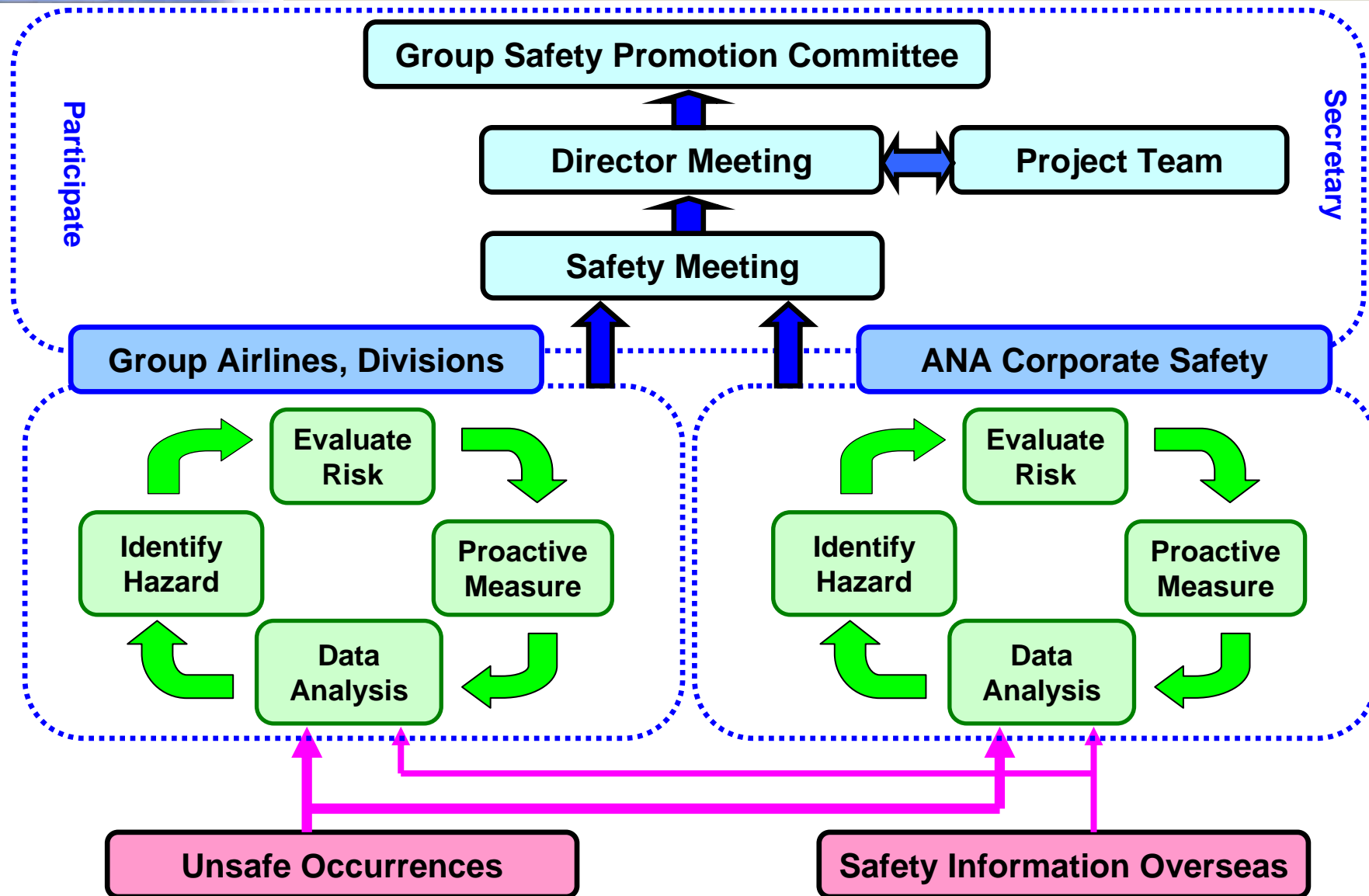


# Safety Organization of ANA



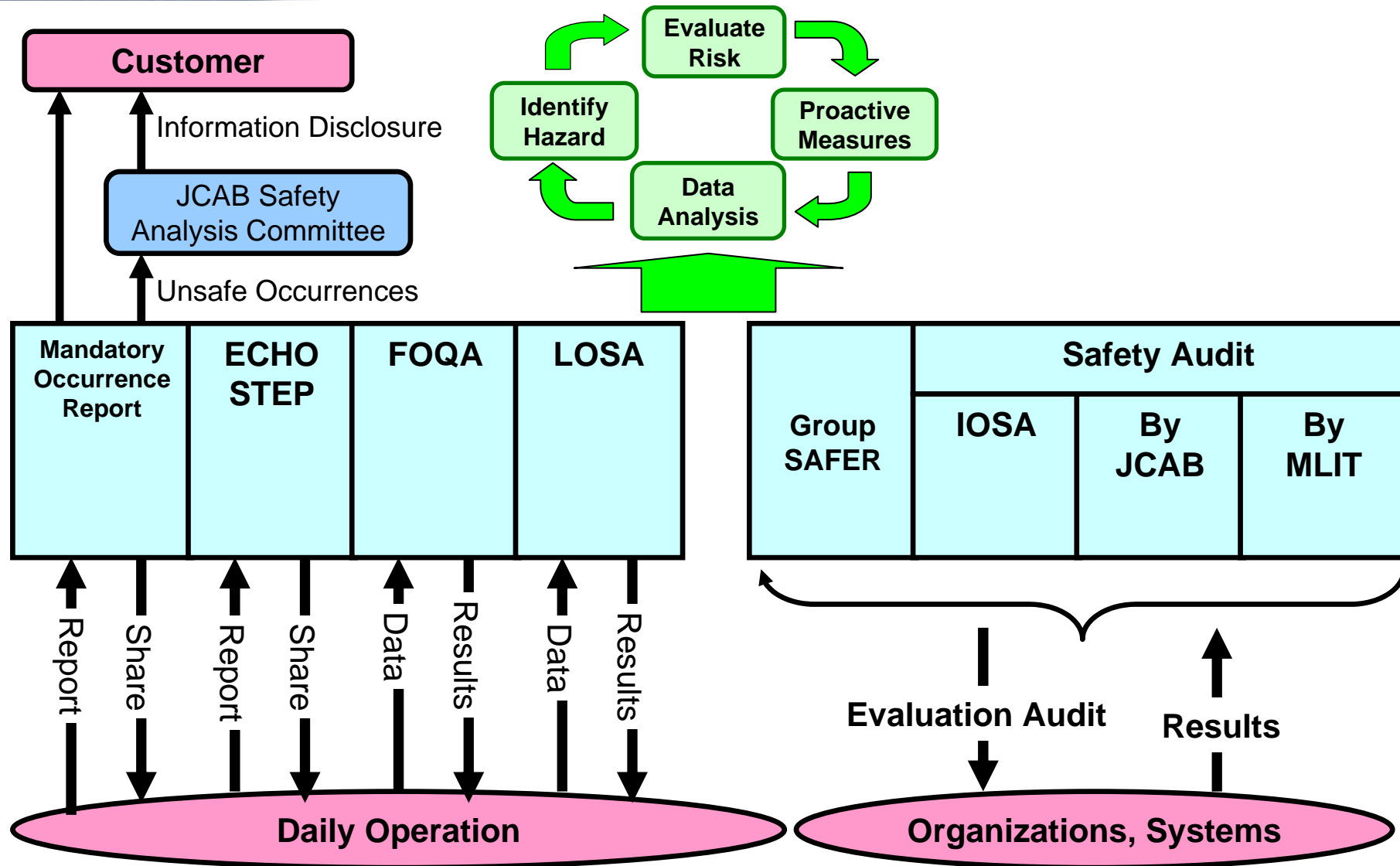


# Implementation of Risk Management





# Safety Information Sources





# Operation Monitor by Top Management

**OR<sup>2</sup>**

Operation Report & Review  
(Every Tuesday)



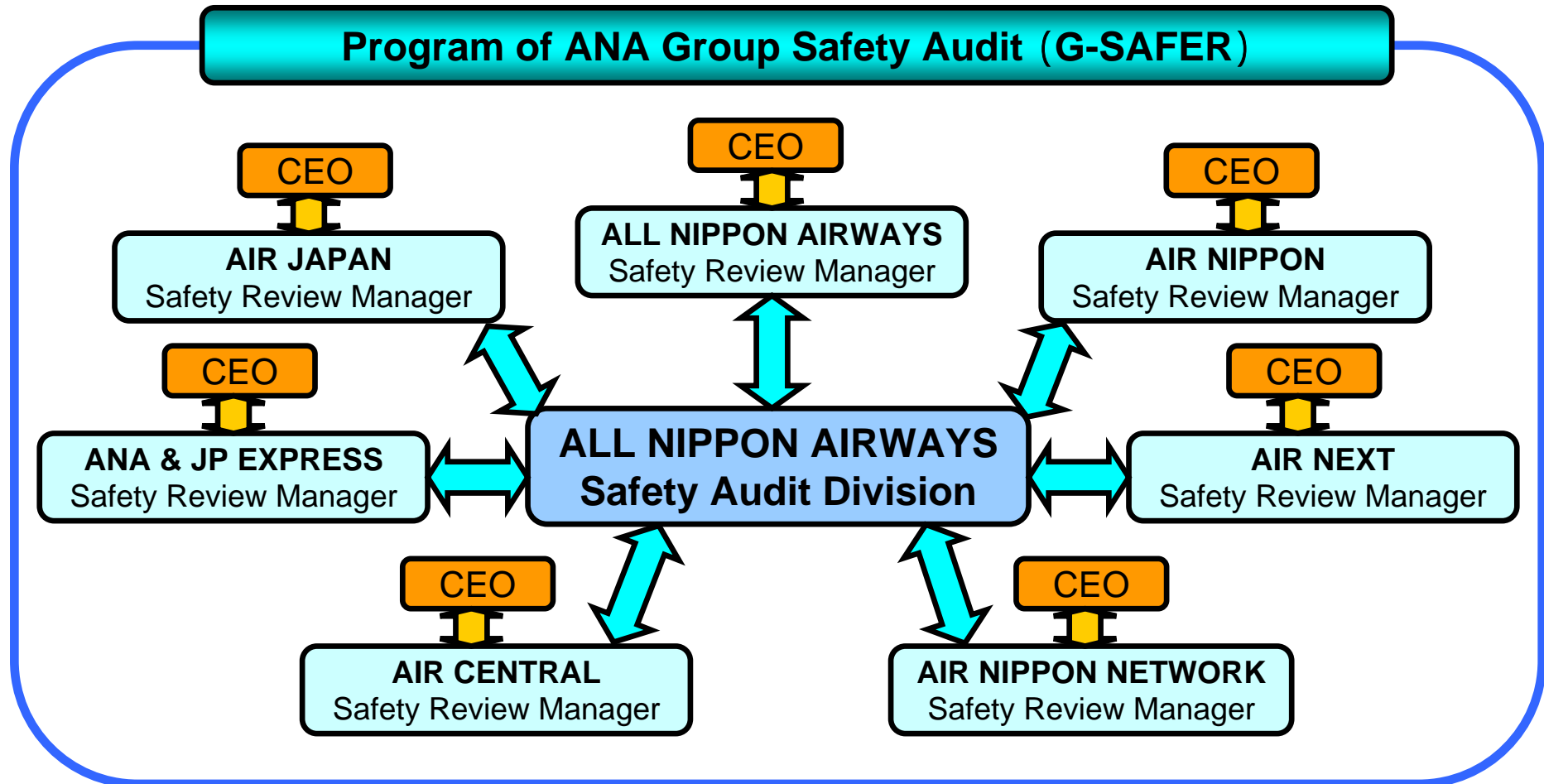
**CEO – OD Telecom**

(Every Morning)

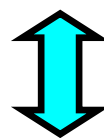




# Group SAFER



 Audit Review



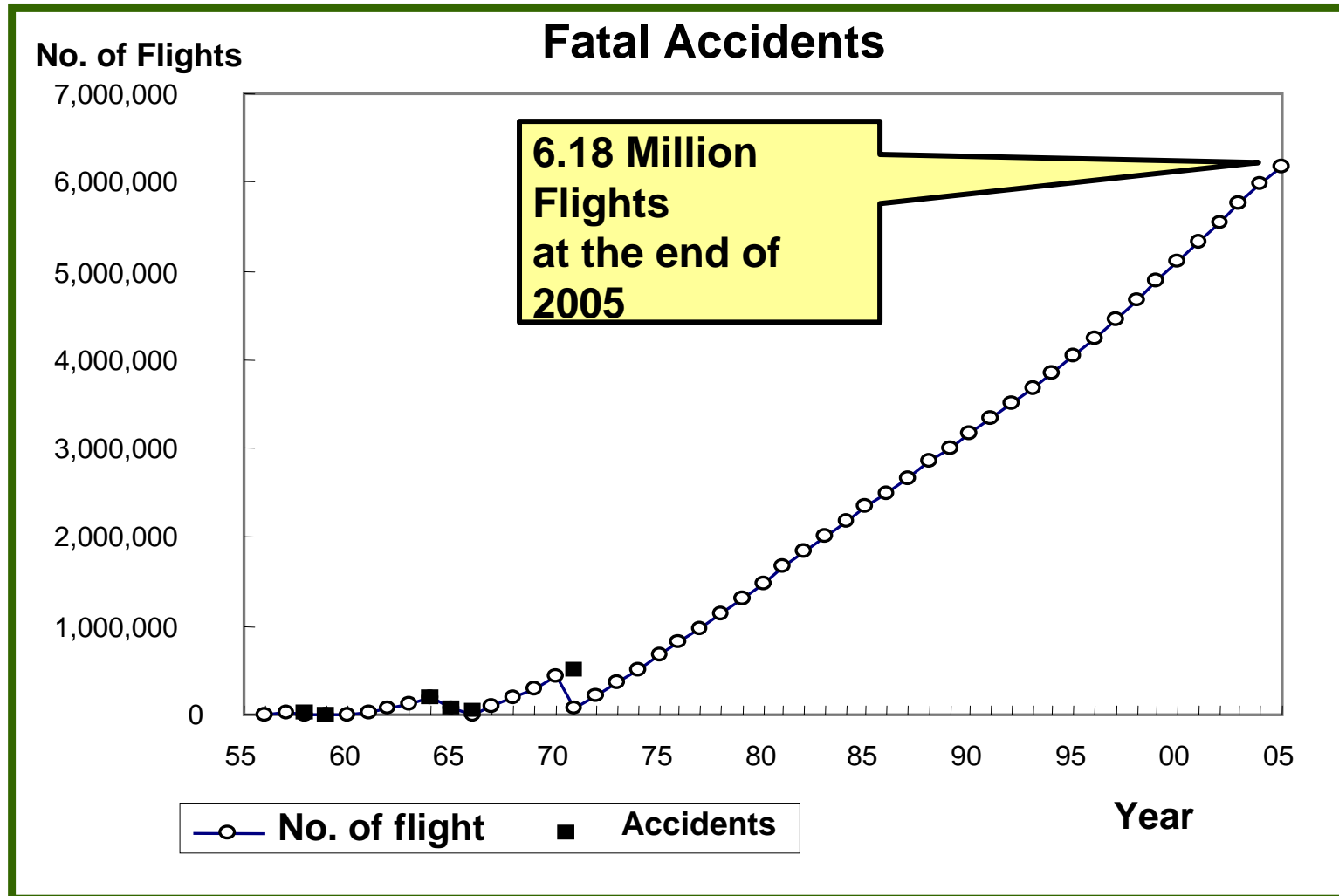
- Share the resources in the group
- Solve the problems in the group
- Management of the whole group



## **3. Education and Enlightenment**



# Background of Safety Education Center





# Promotion Movie of ASEC

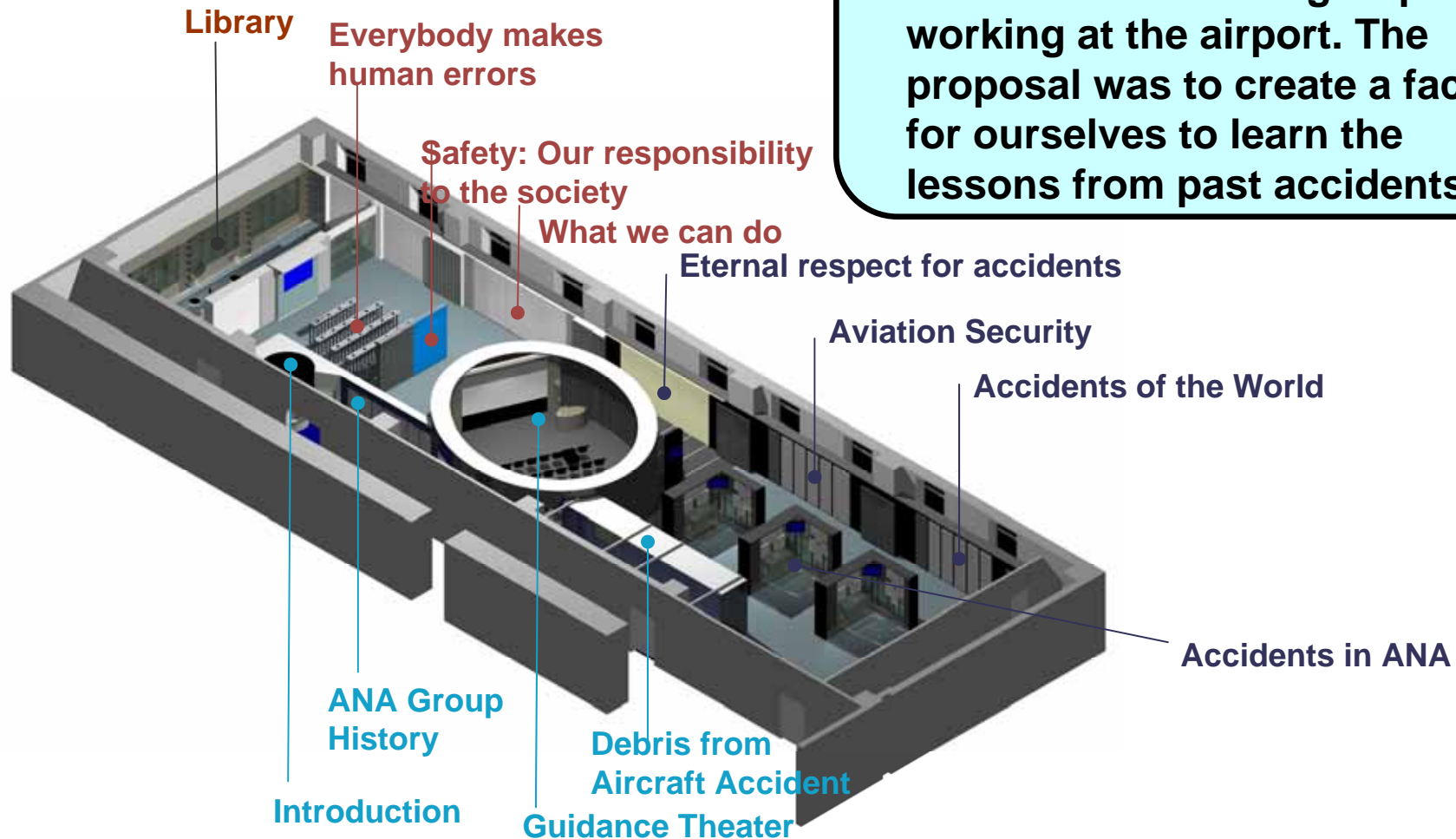
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➤ **Promotion Movie of ASEC**  
**(approx. 6 min.)**



# ANA Group Safety Education Center

➤ This facility was established from a proposal by a young member of the ANA group working at the airport. The proposal was to create a facility for ourselves to learn the lessons from past accidents.





# ANA Group Safety Education Center



## 3 Concepts

- **Feel tragedy**
- **Experience errors**
- **Master safety**



# ANA Group Safety Education Center



**Guidance Theater**



**Debris from Aircraft Accident**



**Display of the 3 major accidents**



**Aircraft Accidents in the world**



**Eternal respect for accidents**



**Everybody makes Human Errors.**



# e-learning for all group employees

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## e-learning

- **Safety (Basic)**
- **Safety Management System & Safety Management Manual**
- **Human Factors**



# Enlightenment of Individuals

## Enlightenment for Safety

- **Month for Safety Promotion & Security Enhancement**
  - “TALKSAFE” etc. on July every year
- **Direct Talk**
- **Safety Top Caravan**
- **“Flight Safety Review”, “SIGN (Safety Information for Group Networking)”, “World Safety Report”**
- **“Montage of Accidents”**



# Month for Safety Promotion & Security Enhancement

2006 7/1 ▶ 31

## 航空安全推進・航空保安強化月間

一人ひとりが安全推進みんなで支える航空保安

**安全推進の実施項目**

1. "TALKSAFE 2006" の開催  
7/7羽田空港第1旅客ターミナル 1F ANA講堂
2. セフティ・アワードの授与
3. 訓練所における「非常脱出体験」
4. 「安全トップキャラバン」の実施

**航空保安の重点項目**

1. 航空保安関連知識の普及
2. 制限区域出入り管理強化
3. 航空保安教育の積極的推進
4. 3S (Safety, Service, Security) による職場・規程などの見直し
5. 「声かけ運動」の推進

2007/1

航空安全推進・航空保安強化月間: 7月1日~7月31日

# ANAグループ TALKSAFE 2006

安全への取り組みに、終わりはありません  
安全への取り組みに、満足もありません

**日時** 平成18年7月7日(金) 13:00~16:45

**会場** 羽田空港第1旅客ターミナル 1階 ANA 講堂

**特別講演** 筑波大学教授・工学博士 **稲垣 敏之氏**

### プログラム

13:00	開催宣言	ANA総合安全推進委員会 委員長	大前 傑
13:05	TALKSAFE 2006 開催によせて	ANAグループ代表	山元 孝生
13:15	セフティ・アワード授与式	ANA総合安全推進委員会 委員長	大前 傑
13:35	特別講演 「リスクを見つけて制御する」	筑波大学教授・工学博士	稲垣 敏之氏
14:45	安全発表 1 「これからの航空安全プログラム」	ANA総合安全推進委員会 副委員長	山村 明好
15:10	休憩		
15:25	安全発表 2 「旅客運送部門における ARM訓練の導入について」	ANAオペレーション統括本部 旅客サービス部	木島 里子
15:50	安全発表 3 「ANAグループの 機内安全における評価体制と PDCAサイクル機能について」	ANA本室本部 品質サポート推進室 品質評価部	滝沢 由美子
16:15	安全発表 4 「日常運航モニターツール "LOSA(ロサ)"の導入」	ANA運航本部 安全評価室	中田 隆一
16:40	閉会の挨拶	ANX安全推進委員会委員長	川内 秀光

27



## Month for Safety Promotion & Security Enhancement

### TALKSAFE

- Safety Award
- Lectures
- Safety Presentation



### Experience of Emer. Evac.

- Experience of Emergency Evacuation





# Activity of Top Managements

## Direct Talk

- CEO and board members go to airports and branches to talk with employees directly.



## Safety Top Caravan

- Chief Safety Officer goes to airports and discuss safety.





# Publications

## “Flight Safety Review”



## “Practical Approach to Human Factors”



2007/10/26

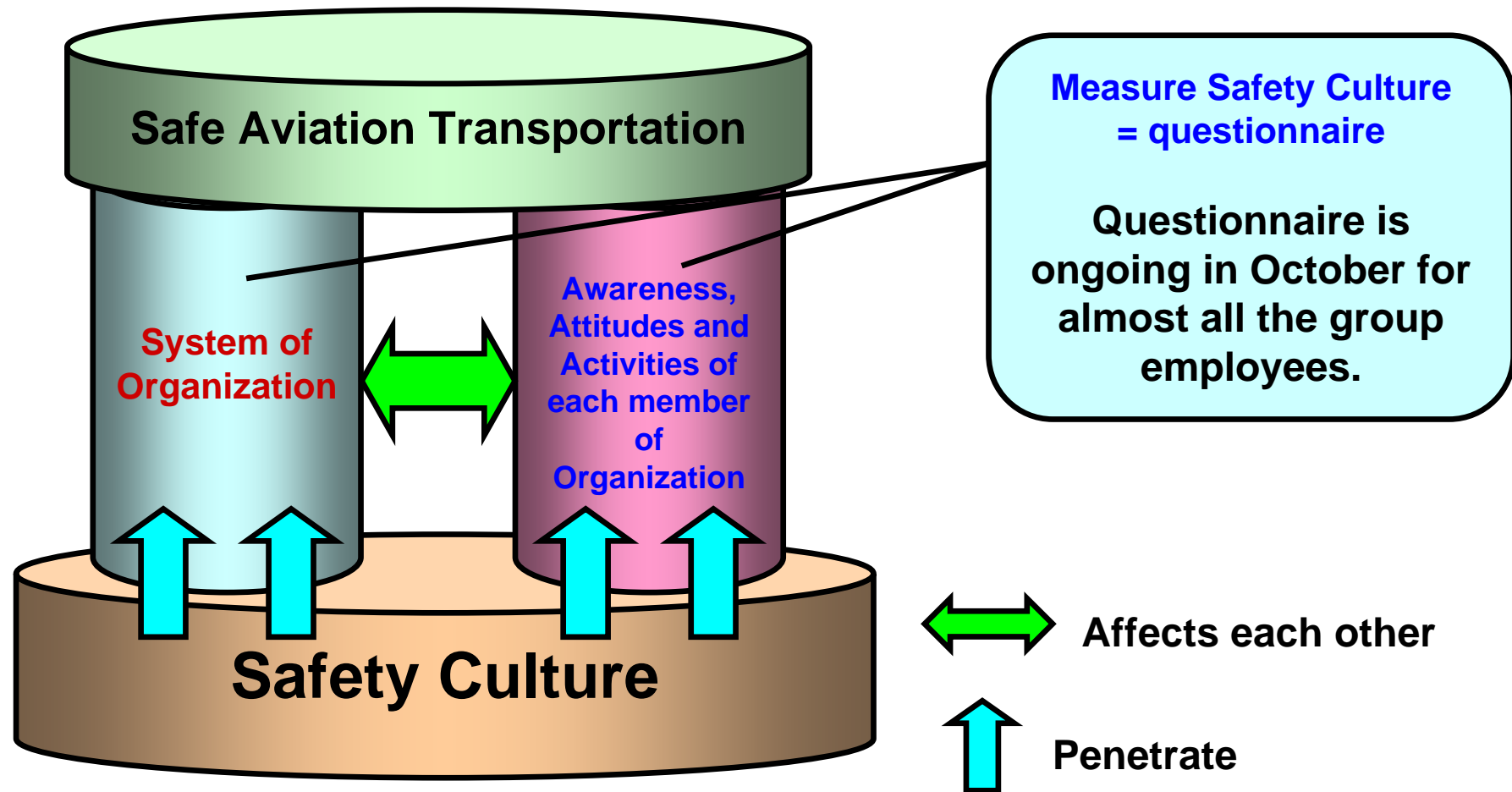
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## **4. Safety Culture**

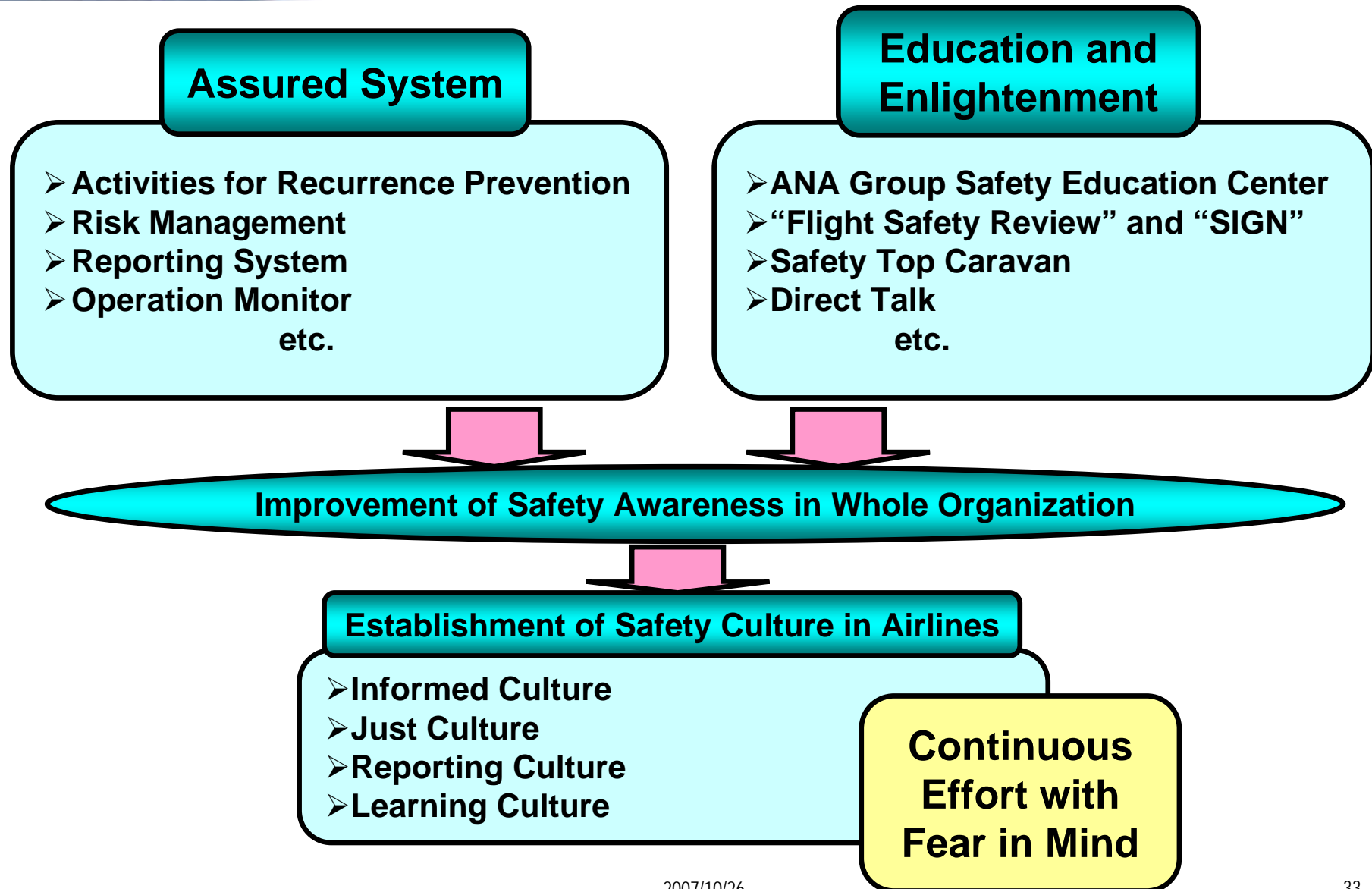


# Measurement of Safety Culture





# Establishing Safety Culture





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**THANK YOU !**