

Briefing Slides – The Ten Characteristics of NOSS & it's place in SMS

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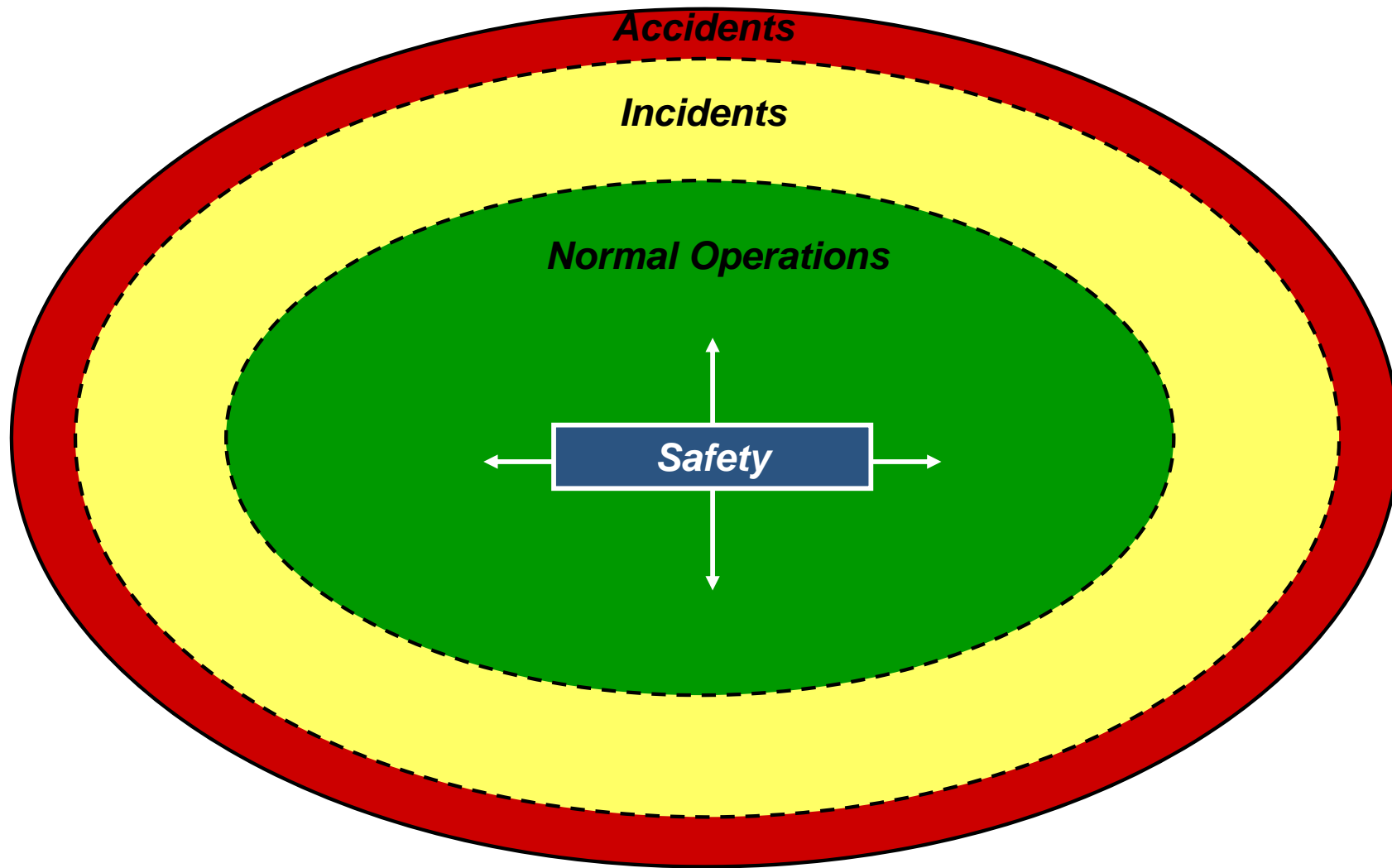
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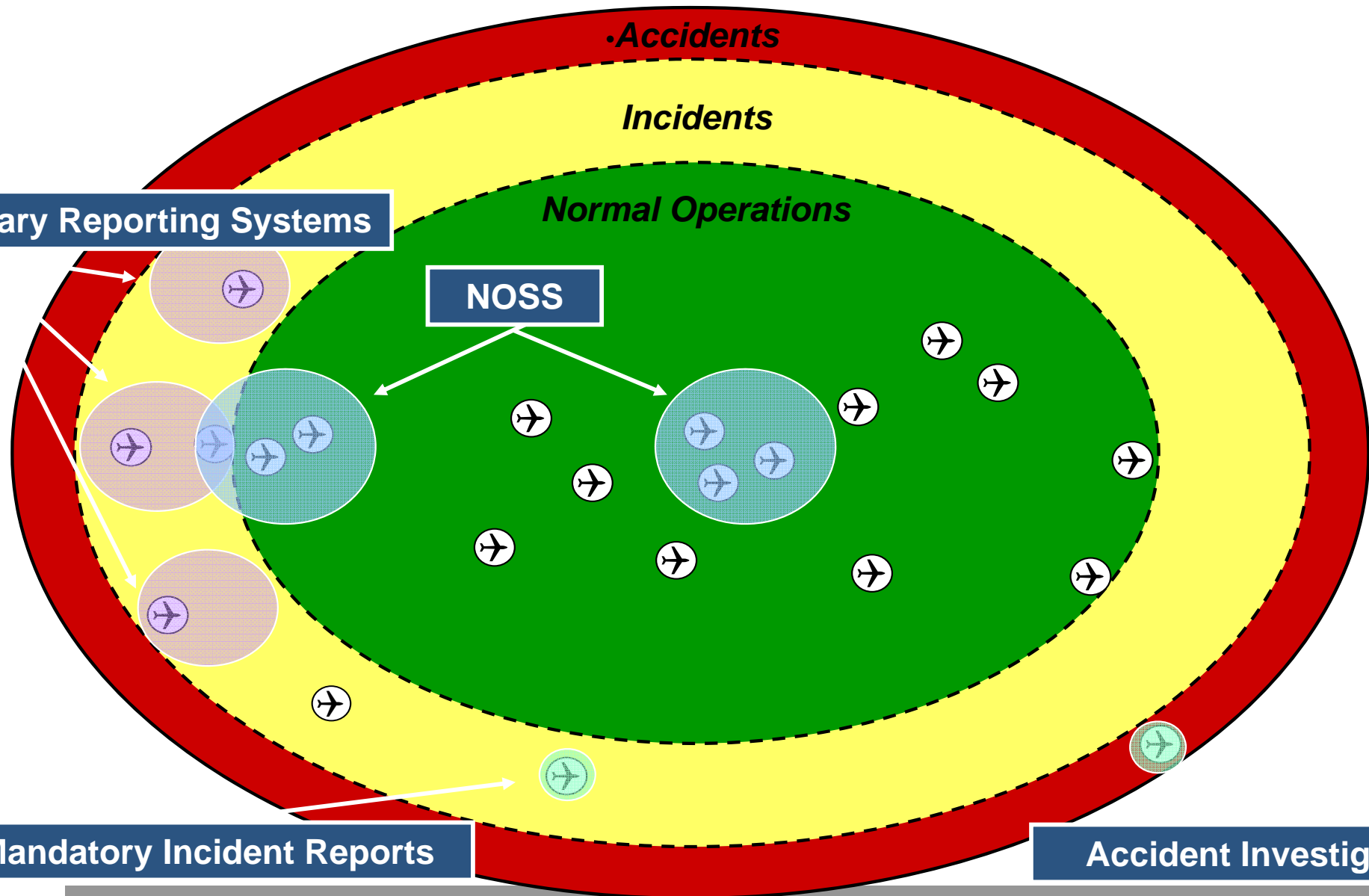


Contributions to Safety Management

Aviation Safety Envelope



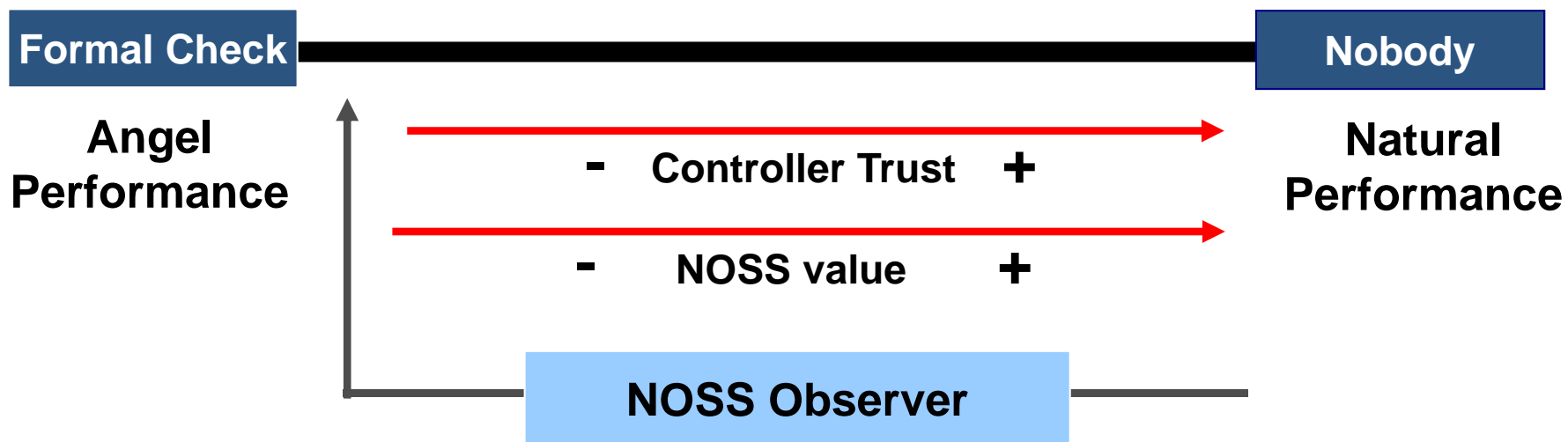
Safety Data Coverage



NOSS: The Ten Characteristics

NOSS Success Factors

- NOSS success is dependent upon methodology and execution



Low controller trust = Low quality data because there will be no differentiation between NOSS and proficiency checks

NOSS: The Ten Characteristics

1. Over-the-shoulder observations during normal shifts
2. Anonymous, confidential, and non-punitive data collection
3. Joint management / association sponsorship
4. Voluntary Participation
5. Trusted and trained observers
6. Trusted and secure data collection site
7. Systematic data collection instrument
8. Data verification process
9. Data-derived targets for safety enhancement
10. Feedback results to controllers

NOSS Operating Characteristics

1. **Over-the-shoulder observations during normal shifts**
 - No observations of controllers who are undergoing training / checks
 - No direct feedback to the controller after the observation
 - “Fly on the Wall” principle
2. **Anonymous, confidential, and non-punitive data collection**
 - No names, operating initials, employee numbers, dates, years experience, or other identifying information
 - Data used for safety purposes only – no punitive actions
 - Observers identity is known only by the third party facilitator

NOSS Operating Characteristics

3. Voluntary Participation

- Controllers have the right to refuse observation

4. Joint management / controller association support

5. Trusted and Trained Observers

- Trust and Credibility
 - Selection process – management / association comfort with observers
 - Diversity of observers increases buy-in
- Training
 - Theoretical background, observation protocols
 - Practice, feedback and calibration

NOSS Operating Characteristics

6. **Systematic data collection instrument**
 - No judgments – observers record data based on TEM events
7. **Trusted and secure data collection site**
 - Third party or controller association gatekeeper
 - Controllers, observers and management must all be comfortable with the data collection site
8. **Data verification process**
 - TEM data checked to ensure coding accuracy and consistency with procedures
 - Data analysis does not begin until verification has been completed

NOSS Operating Characteristics

9. **Data-derived targets for safety enhancement**
 - Serve as benchmarks for safety change
 - Initial NOSS, safety change process, follow-up NOSS
10. **Feedback results to controllers**
 - Results summarized for controllers
 - Information on how organization intends to respond to the data

NOSS Defined

- The 10 characteristics that differentiate NOSS (LOSA) from other methodologies have been endorsed by the:
 - Federal Aviation Administration
 - International Civil Aviation Organization
 - International Air Transport Association
 - International Federation of Airline Pilots' Associations'
 - International Federation of Air Traffic Controllers' Associations'
 - The NOSS Collaborative
 - The LOSA Collaborative
 - US Airline Pilots Association
 - University of Texas
- **NOSS must have all ten characteristics, otherwise it is not NOSS**