



Webinar: Implementing Open Reporting Programs in an Air Traffic Environment

April, 2010

The Air Traffic Services Group of the Virtual Technical Office (<http://www.virtualtechnicaloffice.com>) will be presenting a complementary Webinar entitled "Implementing Open Reporting Programs in an Air Traffic Environment" on the following dates:

Session ATS-OR-2010-10: Thursday 22nd April at 08:00 hours UTC/Zulu Time

Session ATS-OR-2010-11: Thursday 22nd April at 16:00 hours UTC/Zulu Time

Session ATS-OR-2010-12: Thursday 6th May at 13:00 hours UTC/Zulu Time

Session ATS-OR-2010-13: Friday 7th May at 00:00 hours UTC/Zulu time

The Sessions will be given in English.

Background:

Conceptually the benefits of Open Reporting within the context of a Just Culture are appealing to both government/regulators and service providers. An effective Open Reporting Program has the potential to provide a vehicle whereby an organization can learn from its mistakes in a constructive and proactive manner before they lead to a catastrophic failure.

Unfortunately, realizing the potential benefits of Open Reporting Programs can be challenging. On the one hand, fear that any data provided will be used in a punitive manner with possible adverse legal and career consequences can result in people being hesitant to report incidents as "no harm was done this time" and they rationalize that such an incident will "never happen again". Conversely few, if any, professional people wish to have an immunity system in place that protects individuals who have been grossly negligent or involved in deliberate sabotage for personal or political reasons. Even assuming that these two extremes can be addressed, the implementation of an effective Open Reporting Program is unlikely to be achieved if cultural realities of the environments in which the system is to be implemented are not addressed. While there are a number of principles that are common to all Open Reporting Programs, from an application perspective, there is no "one-cloth fits all" solution.

Notwithstanding these challenges, effective Open Reporting Programs have been implemented within the aviation environment in both North America and Europe. This presentation looks at

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some of the practical implementation issues that can be encountered when implementing Open Reporting Programs in the Air Traffic environment and provides an overview of some of the strategies that can be employed to address these issues.

Attending a Webinar:

To attend one of the Webinars, please send an E-Mail to webinar@virtualtechnicaloffice.com indicating your first and second choice of the sessions you would like to attend. The E-Mail should be entitled ATS Open Reporting Webinar Request. As the number of places available at each Webinar is limited, places will be allocated on a first-come/first-served basis.

About the VTO:

The Virtual Technical Office (VTO) is an independent network of experienced aircraft structures, airworthiness and air traffic service professionals located worldwide that leverage the Internet to provide immediate access to cost-effective technical support for clients. VTO expertise includes aircraft structural analysis/testing, maintenance, airworthiness and engineering/air traffic service infrastructure evaluations. Our services are used for product assessment /development, engineering, airworthiness and legal/ insurance liability assessments. To learn more about the VTO, visit the VTO Website at <http://www.virtualtechnicaloffice.com>.