

Reachout No. 28

**Mumbai, India
15 to 18 April 2008**

Hosted by: Jet Airways

1. Introduction

The 28th ISASI Reachout Program was held in Mumbai, India between 15 and 18 April 2008. It was the second ISASI Reachout seminar to be held in India.

The seminar was formally opened with a cultural ceremony involving the Director General of Civil Aviation, Mr. K. Gohain; the Joint Director General of Civil Aviation, Mr. A.K. Chopra; Jet Airways' Chief Executive Officer, Mr. Wolfgang Prock-Schauer; and seminar co-ordinator, Captain Hassan Al-Mousawi.

All sessions over the four days were conducted at the Grand Hyatt Hotel, Santa Cruz.

2. Content of the workshop

Prior discussion with Jet Airways' Vice President – Operations Safety and Quality indicated that the Indian aviation industry would benefit significantly from an increased awareness of contemporary safety practices in a number of fields.

Topic areas delivered included:

- Emergency Response
 - Airline Emergencies
 - Corporate Response
 - Practical Response Exercise
 - Emergency Response Consolidation
- Safety Management Systems
 - SMS in a Regulated Environment
 - Contemporary Risk Management
 - Strategic Safety Planning Exercise
- Human Factors
 - Human Factors in Safety Management
 - Safety Culture
 - Interviewing Techniques

- Airline Level Investigations
 - Investigations in Practice
 - Role of the Regulator
 - Management of Change
 - Practical Safety Audits
- Safety Management System Integration
 - Safety Promotion and Training
 - Safety Audit Exercise
 - Practical Hazard Identification
 - Case Study

A team of specialists was recruited from within the membership of the Australian Society of Air Safety Investigators (ASASI) to deliver this material on behalf of the Reachout Committee.

The team comprised John Guselli and Lindsay Naylor for the full seminar with valuable human factors support provided by Brent Hayward on 16 April 2008.

3. Participants

Organisations represented included the Ministry of Civil Aviation, major Indian Air Carriers, Air Traffic Control, Airports Authority of India, Airbus Industrie, Regulatory Management, Business and General Aviation, Flying Training, Service Providers, and Engineering and Maintenance organisations.

This same cross section of industry attended each daily session presented. Participants on Day 1 numbered 146 and stretched the available facilities for seating.

Participation for subsequent days exceeded 100 persons at each session.

4. Seminar Activities and Materials

Each topic was initially delivered as a formal presentation. Substantial interactivity was then encouraged and readily obtained by facilitators through a series of structured practical exercises designed to illustrate and reinforce the principles of the topic.

Day 1 saw Jet Airways personnel aligned to an airline level scenario in which their corporate emergency response and recovery techniques were tested.

Subsequent daily activities involved all delegates participating in case studies related to organisational occurrences ranging from minor to major severities.

Practical SMS element integrations were demonstrated through role-play activities. These included safety audits of safety management documentation provided by three organisations in attendance at the seminar.

In addition, an airline relevant formal hazard identification exercise was conducted utilising subject matter experts within the audience.

Each delegate was provided with comprehensive documentation including handouts of all presented material as well as a CD of supporting material.

5. Sponsors

Generous sponsorship was provided by Jet Airways in the provision of the venue. This generosity extended to the conduct and comprehensive administrative support for the seminar as well as travel and accommodation for John Guselli and Lindsay Naylor.

Panasonic sponsored a substantial lunch for all delegates each day.

JCG Aviation Services of Sydney Australia and *Dédale Asia Pacific* of Melbourne Australia each provided support in the delivery of this seminar.



Opening Session – Grand Hyatt Mumbai
14 April 2008



ISASI Reachout Facilitators – Mumbai
(l-r) Lindsay Naylor, John Guselli, Brent Hayward