



meridian
air company

SMS and QMS integration as viewed by a Russian air operator

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WHO ARE WE?

- ★ 26 years in business aviation market
- ★ IS-BAO Stage III certification
- ★ EASA Part M Subpart G Approval Certificate
- ★ Bermuda OTAR Part 39 Subpart F Authorization
- ★ Russian Government Quality Award winner
- ★ “Sapphire Pegasus. Business Aviation Award” winner in “Business Jet Operator” nomination
- ★ Four (4) aircraft registries – Ireland, Switzerland, Bermuda and Russia



SMS

ICAO Annex 19

QMS

ISO 9001:2015

Two systems in place – one head at the top



IDENTICAL COMPONENTS OF TWO MANAGEMENT SYSTEMS

SMS

- ✈ Safety policy and objectives
- ✈ Safety Manager
- ✈ Documentation system
- ✈ Risk assessment
- ✈ Inspections
- ✈ Planning of changes
- ✈ Continuous improvement
- ✈ Safety competence



QMS

- ✈ Quality policy and objectives
- ✈ Quality Manager
- ✈ Documented information
- ✈ Risk based thinking
- ✈ Audits
- ✈ Management of change
- ✈ Continuous improvement
- ✈ Corporate knowledge

Lack of integration = conflict of interest

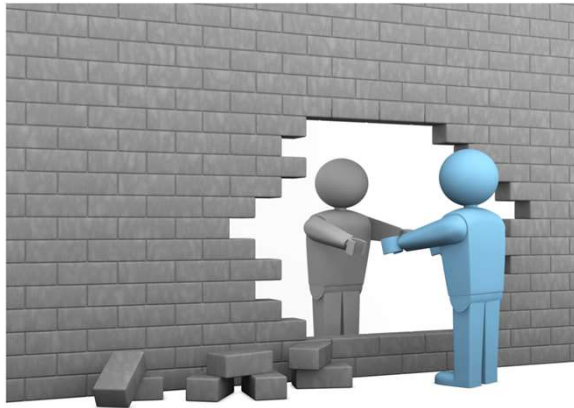


BACKGROUND FOR INTEGRATION OF MANAGEMENT SYSTEMS

SMS

- ✈ Continuous improvement of regulations
- ✈ Introduction of best global practices

(ICAO)



QMS

- ✈ Development of process approach
- ✈ Risk based thinking

(ISO)

- ✈ **ICAO** Doc. 9859 rev. 4 - necessity to integrate management systems
- ✈ **IATA** modern viewpoint: up to 75% of SMS and QMS elements may and can be integrated
- ✈ **IBAC** (in terms of IS-BAO standard) confirmed SMS and QMS integration to be productive
- ✈ **EASA** developed the IMS Manual for internal use that actually integrated SMS and QMS

It is impossible to achieve high efficiency of two living systems existing separately



SMS AND QMS COMPLEMENT ONE ANOTHER



$$1 + 1 = 2!$$

Integration of management systems will provide a synergistic effect



SMS

- ✈ Industry document
- ✈ Aviation as target audience

QMS

- ✈ All purpose document
- ✈ Any business as target audience

Safety First!



Safety policy and objectives

Safety risk management

Safety assurance

Safety promotion

A strong foundation is the key to a stable developing system



BENEFITS OF IMS UNIFIED POLICY

In terms of safety and quality management, the integrated policy of IMS allows us to:

- ✈ make grounds for creating unified strategic goals for each business area
- ✈ optimize resources – finance, material, time, people – to achieve desired goals
- ✈ avoid any contradictions when developing SMS and QMS procedures
- ✈ determine the single scope of management systems
- ✈ apply the consistent PLAN – DO – CHECK – ACT approach
- ✈ apply the single ideology of perfecting company`s activities

The unified policy of IMS is an effective tool for achieving desired goals of the Airline





BENEFITS OF UNITED BOARD FOR DECISION MAKING

The united Board for conquering complex decisions allows us to:

- ✈ reduce resources by solving problems of two systems simultaneously
- ✈ make balanced decisions for SMS and QMS issues
- ✈ help every employee to understand his or her role within the Airline and its business

The united Safety and Quality Board is the heart of IMS



BENEFITS OF INTEGRATED DOCUMENT MANAGEMENT SYSTEM

Creation of the integrated document management system for safety and quality allows us to:

- ✈ avoid overlapping of SMS and QMS related issues in documentation
- ✈ minimize resources that are required to sustain both documentation systems
- ✈ optimize and harmonize SMS and QMS documented procedures
- ✈ minimize the time that employees spend for studying internal regulatory documents and searching required information
- ✈ design integrated procedures for emergency management

Less paper – easier to work!



BENEFITS OF INTEGRATED RISK MANAGEMENT SYSTEM

Creation of the integrated Risk Management System (RMS) allows us to:

- ✈ use a much wider range of information sources of risk factors
- ✈ apply a significantly greater number of risk assessment methods and tools
- ✈ optimize risk management procedures
- ✈ help employees to understand the principles of RMS functioning, which in turn accelerates system implementation and improves its efficiency
- ✈ achieve greater productivity through lesser labor effort
- ✈ achieve general decrease of risks of all functional systems

The Integrated Management System improves efficiency of risk management



BENEFITS OF INTEGRATED PROCESS MANAGEMENT SYSTEM

Creation of the integrated process management system within the framework of IMS allows the Airline to:

- ✈ create the integrated scope of fundamental management processes
- ✈ optimize methods and tools for performance management
- ✈ implement integrated approaches to management of change by including them into the Risk Management System
- ✈ apply the principle of continuous improvement of the Airline`s activities with greater productivity through lesser labor effort
- ✈ use best practices of each management system

IMS – consolidated principles, methods, tools, control



BENEFITS OF INTEGRATED SAFETY PROMOTION

Creation of the harmonized system for promoting safety and quality issues allows the Airline to:

- ✈ optimize personnel training programs concerning safety and quality issues
- ✈ provide better knowledge and competency management
- ✈ gain a more efficient Voluntary Reporting System that covers all aspects of the Airline`s activities
- ✈ create effective culture of prompt information sharing of SMS and QMS related issues

Statistically, 60% of voluntary reports are related to safety issues, and 40% of reports concern quality issues



- ✈ Create the path to IMS regulatory standard
- ✈ Recommend ICAO and ISO and IBAC to interact for:
 - Stage I - developing recommended practices for building IMS
 - Stage II - creating a standard in a timely manner

Safety = Quality

