Data driven safety decisions

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Data Driven Safety Decisions

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Manager, Cabin Safety & Quality
“Without data, you are just another person with an opinion”

- W. Edwards Deming
A brief look back...
We had numerous Excel sheets like this...
And our monthly safety scorecards looked like...

<table>
<thead>
<tr>
<th>Safety Reporting</th>
<th>August 2011</th>
<th>YTD 2011</th>
<th>August 2010</th>
<th>Year over Year Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inflight Safety Reports</td>
<td>73</td>
<td>656</td>
<td>58</td>
<td>▲</td>
</tr>
<tr>
<td>Reporting Ratio</td>
<td>5.31</td>
<td>6.41</td>
<td>4.50</td>
<td>▲</td>
</tr>
<tr>
<td>Reporting Culture</td>
<td>3.24</td>
<td>29.16</td>
<td>2.78</td>
<td>▲</td>
</tr>
<tr>
<td>Inflight Proactive Reports</td>
<td>21%</td>
<td>18%</td>
<td>23%</td>
<td>▼</td>
</tr>
<tr>
<td>Report Close Out</td>
<td>5</td>
<td>(As of September 5, 2011)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ARE YOU SURE THE DATA YOU GAVE ME IS CORRECT?

I’VE BEEN GIVING YOU INCORRECT DATA FOR YEARS. THIS IS THE FIRST TIME YOU’VE ASKED.

WHAT?

I SAID THE DATA IS TOTALLY ACCURATE.
Dashboard Capabilities
Threat & Error Management Classifications

LATENT CONDITIONS

VESTED CONDITIONS THREATS

Threat Management

Errors

Error Management

Undesired States

Undesired State Management

End State

Source: IATA Cabin Operations Safety Best Practices Guide
Case Study:
Safety vs. Service
Marketing has asked if it is possible to...
How much time is available for service?
Inflight Cabin Operations Safety Assessment

120 Day Performance Score

Performance Score by Audit Type
- Open: 2.46
- Closed: 2.64

Performance Score by Service Offering
- BOB: 1.98
- Simplicity: 2.11
- Super: 2.48
- Express +: 2.77
- Mini-BOB: 2.81
- Express: 2.87

Performance Score by Crew Base
- Split Crew: 2.45
- YYZ: 2.48
- YVR: 2.59
- YYC: 2.69

Performance Score by Delay
- Delay: 15min-30min: 2.01
- Delay: 30min-45min: 2.08
- Delay: 45min-1hr: 2.17
- Delay: 1hr-1hr5min: 2.17
- Delay: 1hr5min-2hrs: 2.38
- Delay: 2hrs+: 2.66
- Early: (more than 10min before): 3.17
- Early: (more than 10min after): 3.69

Total: 346 2.55

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How much time is available for service?
“Numbers have an important story to tell. They rely on you to give them a clear and convincing voice”

- Stephen Few