Build an operational SMS implementation plan and validate your professional qualifications with this internationally recognized IATA Diploma.

Through hands-on exercises and professional feedback, this diploma addresses the challenges of planning, implementing and maintaining a Safety Management System (SMS) in daily operations. Each course in this diploma builds upon the last, guiding you through the new SMS processes and methodology.

**Program overview**
Four practical courses break down the implementation process into clear steps, helping you build a SMS in your organization over time. Upon completing this diploma you will have an operational action plan and the tools to:

- Identify SMS implementation challenges and resolve them
- Promote an organizational safety culture and gain commitment from senior management
- Deliver a measurable, tangible and verifiable SMS implementation project

**Target audience**
- Airline, Airport and Ground Operations Service providers
- Corporate and Operational Safety Managers, Analysts, Coordinators
- Potholders (Safety, Ground Operations and others)
- Airport Safety Officers
- Civil Aviation Authority Representatives

**Key subjects**
- IATA SMS Implementation Framework
- Managing Operational Safety and Project Risks
  - Project management essentials
  - Risk Assessment
- Operational Challenges
  - Common, international issues
  - Mitigation plans
- Delivering Tangible Outcomes to Comply with Regulatory Requirements
- Safety Culture Concepts, Rationale
  - Levels of culture
  - Benefits of implementing a safety culture

**Elective components**
Choose from one of the following specializations:
- IOSA – SMS requirements
- ISAGO – Management System requirements
Diploma structure

Complete four Required courses and one Elective course within a two-year period. Required courses should be taken in the order recommended below.

**Required courses**

1. **SMS Implementation Methodology**
   
   Assess an organization’s level of SMS compliance based on a checklist and action plan. Facilitate implementation with tools to promote organizational change and monitor operations continuously.
   
   [Course details]

2. **SMS Implementation Plan I**
   
   Receive templates that will allow you to manage projects and initiatives within your implementation plan. Use these tools to adapt an implementation plan to your organization’s operational needs, prioritize projects, and gain commitment from your team and senior management.
   
   [Course details]

3. **SMS Implementation Plan II**
   
   Build upon the lessons and exercises provided in the SMS Implementation Methodology and SMS Implementation Plan I courses. Review the progress of your implementation projects and initiatives with a panel of professionals.
   
   [Course details]

4. **Developing An Effective Safety Culture**
   
   A functional safety culture requires continuous effort from all levels of the organization. This course presents a rigorous approach to aligning organizational culture with safety culture, allowing you to reinforce safety in your organization and implement a Safety Management System (SMS).
   
   [Course details]

**Elective courses**

- **IOSA-SMS requirements**
  
  Capitalize on the safety and commercial benefits SMS can bring your organization. Learn how to comply with the latest IOSA provisions for Safety Management Systems (SMS).
  
  [Course details]

- **ISAGO – Management Systems Requirements**
  
  Coming soon

Contact us: [www.iata.org/training-contact](http://www.iata.org/training-contact)

[www.iata.org/diploma-sms-implementation](http://www.iata.org/diploma-sms-implementation)
The roadmap for successful SMS implementation
IATA’s new SMS Implementation Professional Diploma

Following a highly acclaimed pilot program involving 28 international airlines, the SMS Implementation Professional diploma is now available to the public through the IATA Training & Development Institute.

The SMS Implementation Professional (SMS IP) Diploma responds to a growing industry need for a practical, hands-on approach to SMS implementation. Designed for airlines, airports and ground service providers at all stages of implementation, the diploma attacks common challenges to building and maintaining a SMS program through systematic methodology and coaching.

Comprised of four sequential workshops, the SMS IP Diploma breaks the implementation process into functional stages. Each workshop is followed by an implementation period allowing participants to carry out assigned tasks in their organizations.

1. **SMS Implementation Methodology.** Participants review SMS program essentials and techniques to assess their organization’s level of SMS compliance. Once back in their organizations, the participants use assigned checklists to uncover areas for improvement.

2. **SMS Implementation Plan I.** Participants build a customized action plan made up of projects and initiatives. The plan outlines roles and responsibilities, generating support throughout the organization.

3. **SMS Implementation Plan II.** Participants review the progress of their implementation projects and complete the final stages with help from a panel of professionals.

4. **Developing an Effective Safety Culture.** Participants learn how to assess the safety culture in their organizations and promote it from top to bottom.

The SMS IP Diploma achieves high implementation rates by building participants’ skills and confidence while also encouraging organization-wide engagement. On a larger scale, the diploma increases awareness of the IATA Operational Safety Audit (IOSA), working in parallel with the program’s concepts requirements.
SMS IP in action

In 2011, 28 airlines participated in an SMS IP pilot program. The implementation success rate was high, with overwhelmingly positive response from participants.

Captain Frank Okolo
Safety Manager - Air Nigeria

“At Air Nigeria, we had approached the concept of SMS Implementation with a little dose of skepticism. After all we were a “safe” airline, were we not? No aircraft accidents or fatalities since the airline’s inception -- what more could they teach us? We were very wrong.

- We had a company Vision Statement and Mission Statement, but no Safety Policy that satisfied ICAO Doc.9859. We now have an Approved Safety Policy that satisfies Doc 9859.
- We were receiving about 123 reports average in one year (ASRS, GOHR, etc.) and we thought it was a lot. After SMS training, and with the current trend, we are getting four times as many reports as before, and everything, -- everything -- is being reported.
- Safety training and awareness has become part and parcel of most staff -- we are working towards all staff! Safety is no longer the invisible, mysterious messenger, but a measurable entity, with core definable values and paradigms.
- A surprising fallout or benefit of Hazard Identification training became obvious when many employees gave personal testimonies of the training having focused their own awareness of the many hazards everywhere which they simply had not recognized. Now hazard identification has become almost an automatic exercise, and even in their own homes they find themselves picking up sharp objects or loose wires.”

Allen Sharra
Director, Quality & Safety - Precision Air Services

“Let me take this opportunity on behalf of Precision Air to thank IATA for the training provided. The program has enabled us to improve our safety performance and enhance efficiency in our operations. It has come at the right time as we had started reviewing our manuals and documents to accommodate new and revised requirements of IOSA.

This training has helped us to do this exercise in a very orderly and systematic way, in which all SMS requirements have been incorporated. SMS gaps were identified and action is being taken to close remaining gaps.

We believe that at the end of this training program, Precision Air will have benefited by being able to:

- Enlighten participants on SMS
- Increase safety awareness of personnel from the steering committee and task force, and eventually to all employee
- Achieve safety goals by increasing the ownership of safety to entire staff
- Safety has become part of business activities
- Assist in IOSA preparation and renewals especially on SMS ISARPs
- Increase management commitment to safety
- Identify and address safety gaps in Precision Air.

Once again thank you for your excellent support.”
Termellil Farid  
**Security Director - Air Algérie**

“Our view on the SMS IP program and the testimony of participants and the directors of our company:

- The method proposed meets the needs of the company in preparation for the implementation of SMS
- Very convenient and answers the specific operational and technical aspects
- Presents the GAP and action plan as required by regulatory and company answer canvas
- The action plan will be incorporated into our SMS plan, to present to our authority
- Provided positive change for the working group responsible for the implementation
- Shows how to follow the action plan drawn from the company and other key technical activities”

Capt. Paulo O. Cochat  
**Safety Director - TAAG Angola Airlines**

“First of all, on behalf of TAAG – Angola Airlines, I take this opportunity to congratulate and thank IATA for this brilliant initiative, and of course for providing us with this valuable training. In fact, the SMS Implementation training sessions which are being held in our organization under this program has brought about a lot of improvement in our safety management system and way of thinking.

TAAG SMS is still in its infancy (incipient) and therefore it has a long way to go to be fully implemented. However, we believe that this kind of initiative and support is very useful and will help us to grow fast and strong. It will also help TAAG to face with more confidence all the challenges and obstacles encountered along the way.

Since the program focuses on the practical side of the SMS Implementation process and covers all the eight functional areas of an airline, namely ORG, SEC, FLT, CAB, DSP, MTN, GRD and CCG operations, it gives the airlines a golden opportunity to understand better the importance and the usefulness of the SMS and the industry recommended practices and requirements.

By saying that, we can pinpoint and share with you some of the advantages and benefits that our organization has already obtained since the kick-off of this program. These include:

- Identification of the system’s weak points and therefore the need for improvement
- A more holistic picture of the implementation status of different items and processes
- A better understanding of the SMS principals and related topics
- Increased safety awareness and culture
- A better understanding of IOSA concepts and requirements
- The need to understand and disseminate the safety policy, goals and objectives
- The engagement and commitment of top management
- The need to involve and encourage all the company’s staff for the safety cause
- The need to build and encourage team-work

Thus, we are committed to embrace this initiative and take this opportunity to enhance and promote safety in all areas of our organization.”
For more information on the SMS Implementation Professional Diploma and the workshops highlighted in this article, please visit our website:

www.iata.org/diploma-sms-implementation