

Occurrence Reporting – The Alitalia experience

24th March, 2015



The Alitalia Group today

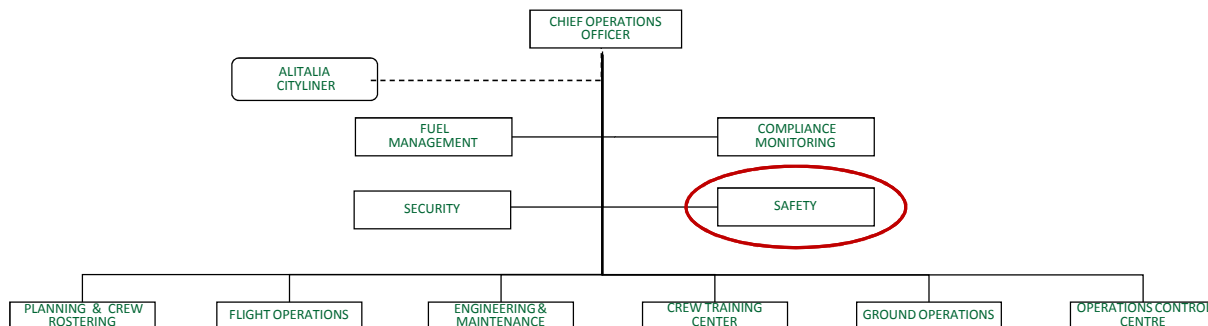
- ✓ 2 COA (Alitalia and Alitalia CityLiner)
- ✓ 119 Aircraft: 10 B777, 13 A330, 76 A32F, 20 EMB
- ✓ 103 Destinations, 26 Dom, 63 Int, 14 Inc
- ✓ about 200,000 Flights per year

An Intensive and demanding Program aimed to:

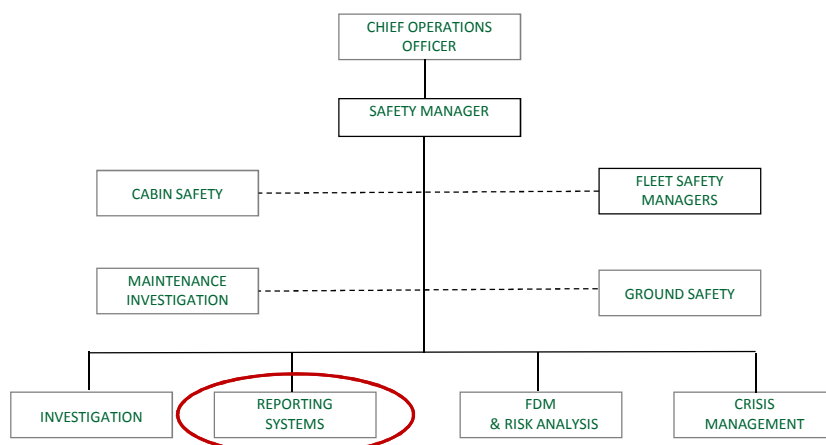
- ✓ Improve passenger network
- ✓ Integrate with Etihad and associated alliance carriers
- ✓ Improve quality of service offered to our guest
- ✓ Enhance safety outcomes



Operations Organization



Safety Organization



Safety Vision & Policy

Safety Vision

To develop a working environment in which every individual is trained and motivated to manage risks in day to day activities, thus enabling successful completion of all operations **maintaining risks at or below an acceptable level**

Safety Policy

To develop, implement, maintain and constantly improve an effective SMS to ensure the smooth running of all our activities providing analysis products to guide decisions on correct allocation of resources, and conducting communication activities to effect positive behavioural change. Reporting is strongly and effectively encouraged.



Occurrence Reporting

- ✓ Reporting: the primary tool for Hazard Identification
- ✓ The role of No-Penalty Policy

No mutual Trust = No Reporting
No Reporting = No SMS

- ✓ Reporting Culture, hard to build , easy to destroy
- ✓ Internal (Voluntary) Reporting: a success story



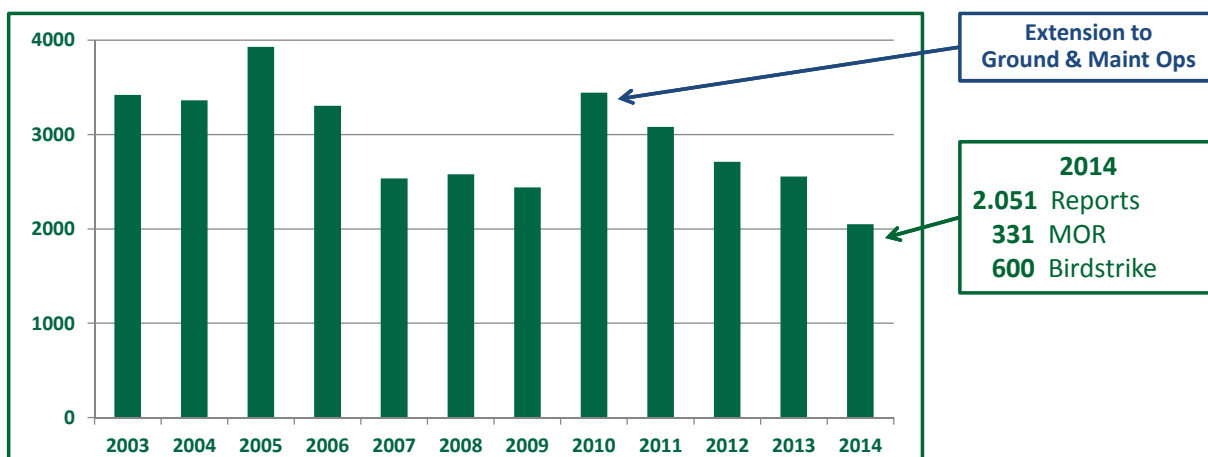
Occurrence Reporting

- ✓ Customized Reports for different professionals areas
- ✓ eReporting as a primary option
- ✓ Centralized Database managed by Safety

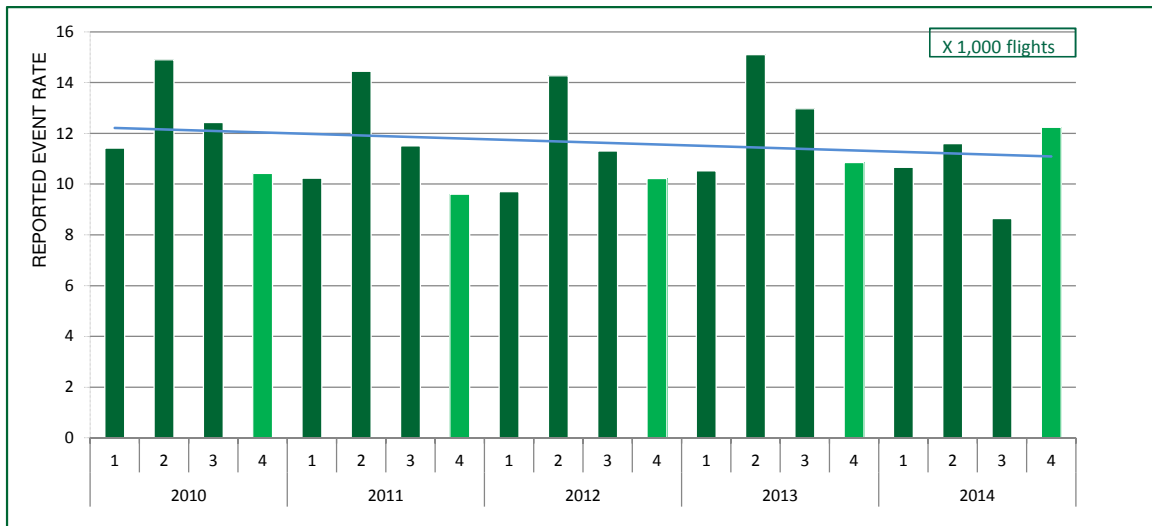
COCKPIT CREW	AIR SAFETY REPORT
GROUND STAFF (Handling/Ramp)	GROUND SAFETY REPORT
MAINTENANCE STAFF (Line/Hangar)	TECHNICAL OCCURRENCE REPORT
CABIN CREW	CABIN SAFETY REPORT



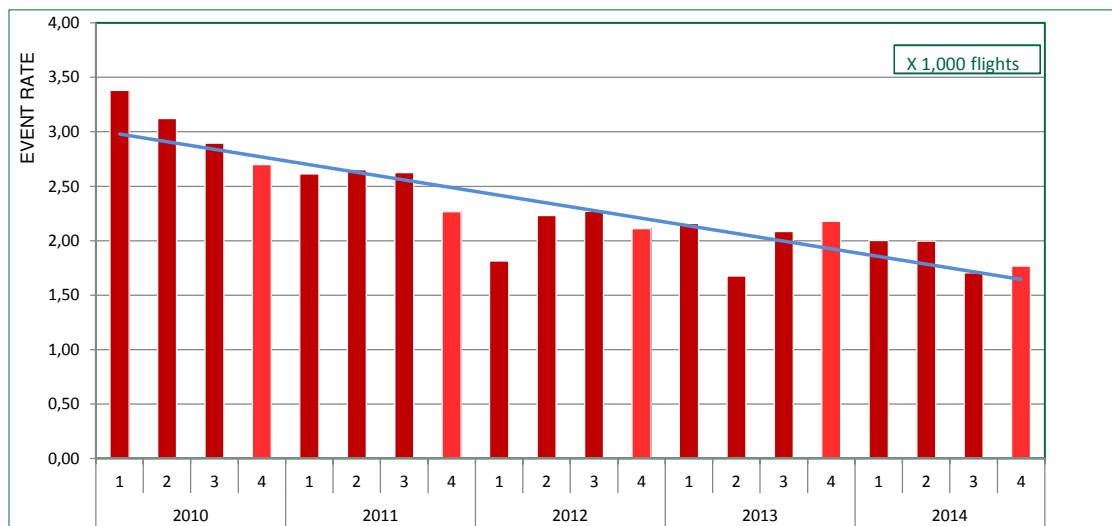
Occurrence Reporting in numbers



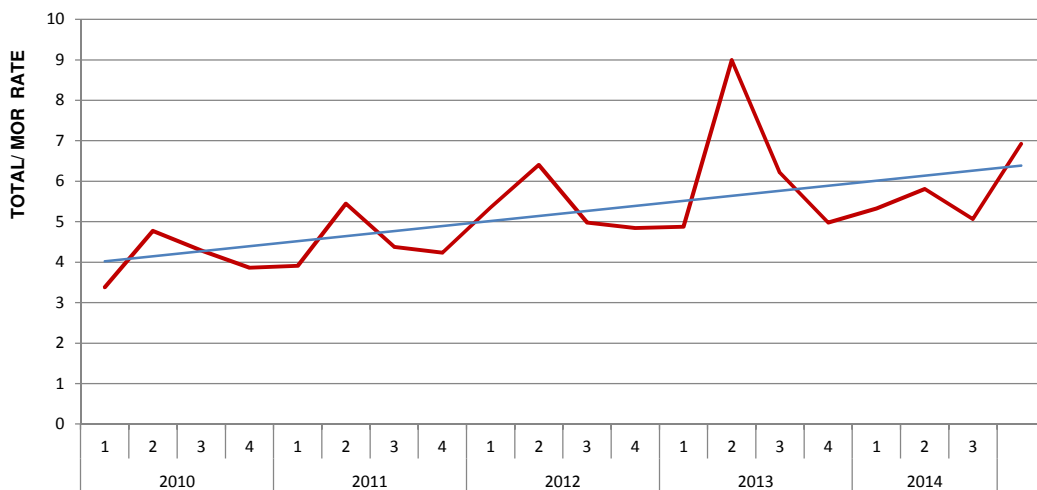
Reporting Trends – Voluntary Event Rate 2010-14



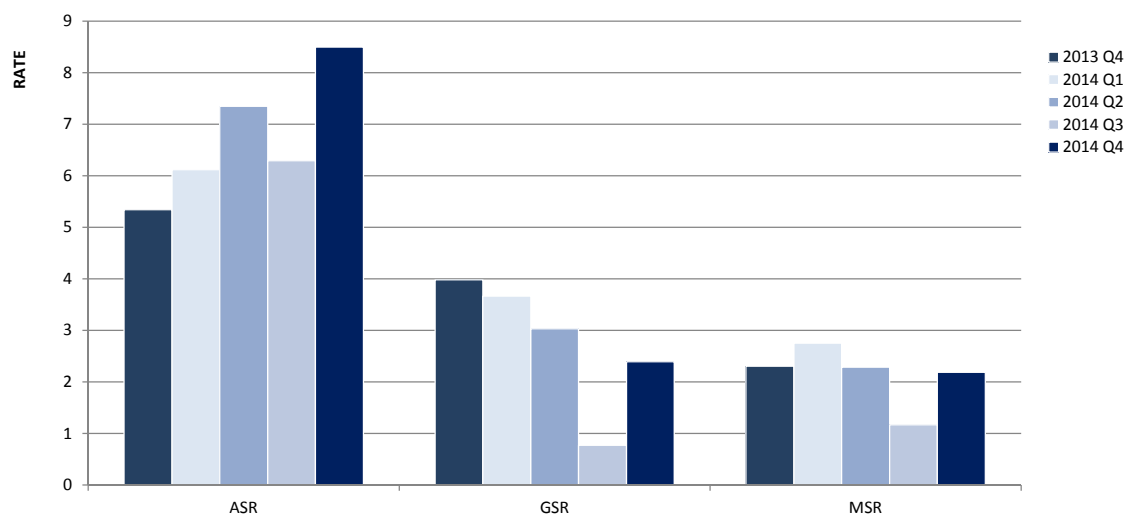
Reporting Trends – MOR Event Rate 2010-14



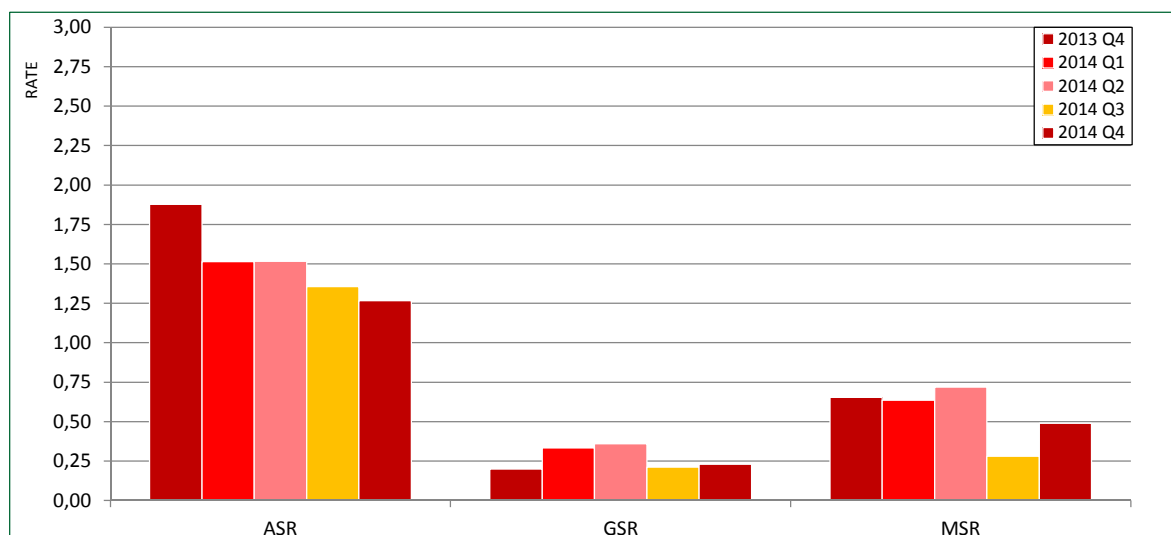
Reporting Trends – Tot vs MOR 2010-14



Reporting Trends – Voluntary per Area 2014



Reporting Trends – MOR per Area 2014



Reporting System – 2015 Challenges

- ✓ EU Regulation 376/2014: Huge workload increase
- ✓ A more efficient reporting process: single notification to Authority
- ✓ Less bureaucracy.....more data analysis
- ✓ Data intelligence sharing (if any): what about thousands of MORs sent?
- ✓ Authority and Just Culture: room for improvement
- ✓ Voluntary vs Mandatory Reporting: need for clarification

