



CUSTOMER DAY 2011: NEXT-GENERATION HUMAN FACTOR AND SAFETY MANAGEMENT SYSTEM TRAINING

Dear Customer,

Safety management in the aviation industry is vital, and a proactive approach is necessary to prevent latent failures, for example resulting from working around procedures. In response, ICAO has created Annex 19 (Integrated Safety Management), a sound Safety Management System comprising safety policy, risk management, safety assurance and safety promotion. This regulation will become mandatory for all organizations and service providers in November 2013.

SVFB, Kratis and SR Technics Training Services are pleased to invite you to be our guest at our upcoming Customer Day 2011, when we will discuss how to remove some of the most important problems that undermine safety: eliminating miscommunication, rethinking habits and attitudes and promoting a “just culture”.

Please join us for this one-day seminar on next-generation Safety Management System and Human Factor training. Guided by training and industry experts, you will receive first-hand experience of the benefits – and challenges – offered by these courses. You will also gain insights into new state-of-the-art training methods, such as web-based training, offering a cost-efficient and effective way to conduct this training.

Location:

SR Technics
CH-8058 Zurich Airport
Switzerland

Date:

November 3, 2011

Organizers:





Speakers:

- › Markus Buergin, VP Group Technical Training, SR Technics
- › Vangelis Demosthenous, Managing Director, Kratis Training and Consulting Ltd.
- › Dave Paterson, Manager Training, Jet Aviation Basel
- › Stephan Tschannen, Safety Officer, SR Technics

Program

- › 08.30 Arrival / coffee
- › 09.00 Welcome and overview
Markus Buergin, VP Group Technical Training, SR Technics
- › 09.15 Aviation HF training: next-generation challenges
Vangelis Demosthenous, MD, Kratis Training and Consulting Ltd.
- › 10.00 HF training challenges at Jet Aviation
Dave Paterson, Manager Training, Jet Aviation
- › 10.30 Coffee break
- › 11.00 The 'innovate-customize-integrate' approach: success factors for HF training implementation
Vangelis Demosthenous
- › 12.00 Lunch
- › 13.30 Aviation SMS training: next-generation challenges
Vangelis Demosthenous
- › 14.15 SMS implementation at SR Technics
Stephan Tschannen, Safety Officer, SR Technics
- › 14.45 Coffee break
- › 15.15 Analyzing, developing and delivering effective SMS training in aviation
Vangelis Demosthenous
- › 16.30 Closing remarks
Markus Buergin



Objectives

By the end of this seminar you will understand:

- › Key elements of successful HF and SMS training
- › The main challenges of HF and SMS next-generation implementation
- › The benefits of a customized approach to HF and SMS training
- › How to set up next-generation HF and SMS training
- › Training services offered by SR Technics and Kratis for HF and SMS

To register for this seminar, or if you have any questions, please contact:
training.services@srtechnics.com, or call: +41 43 812 77 85.

We look forward to receiving confirmation that you will be joining us by October 31, 2011.

Yours sincerely

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