

Safety Management in the CAMO, an Operator perspective



**Ewout
Hiltermann**

**27 May 2016
Rome**



The Operator: KLM Cityhopper

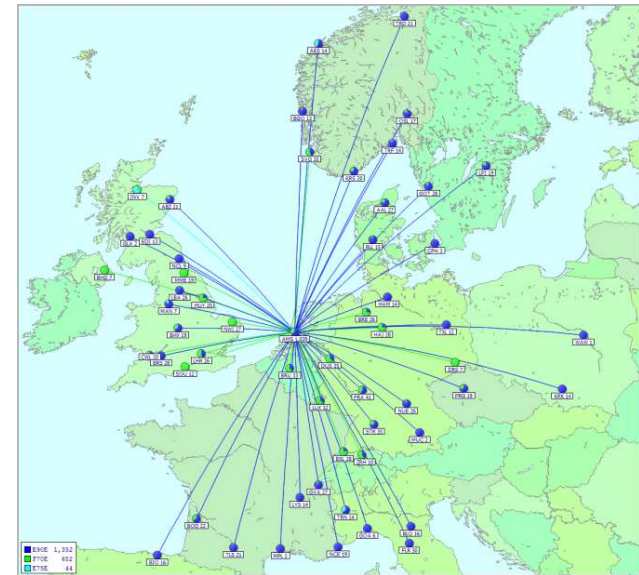


KLM Cityhopper: focussed operating carrier

Today:

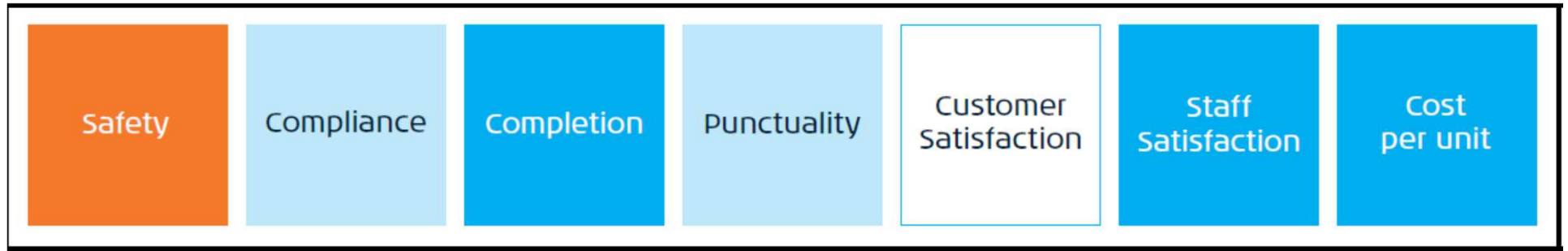
- 1 base: AMS
- 100.000 flights per year
- 57 destinations
- 46 aircraft (32x Embraer 190/175, 14x Fokker 70)
- 1266 FTE
- 7 million passengers per year
- All line and base maintenance contracted out

57 Destinations KLM Cityhopper



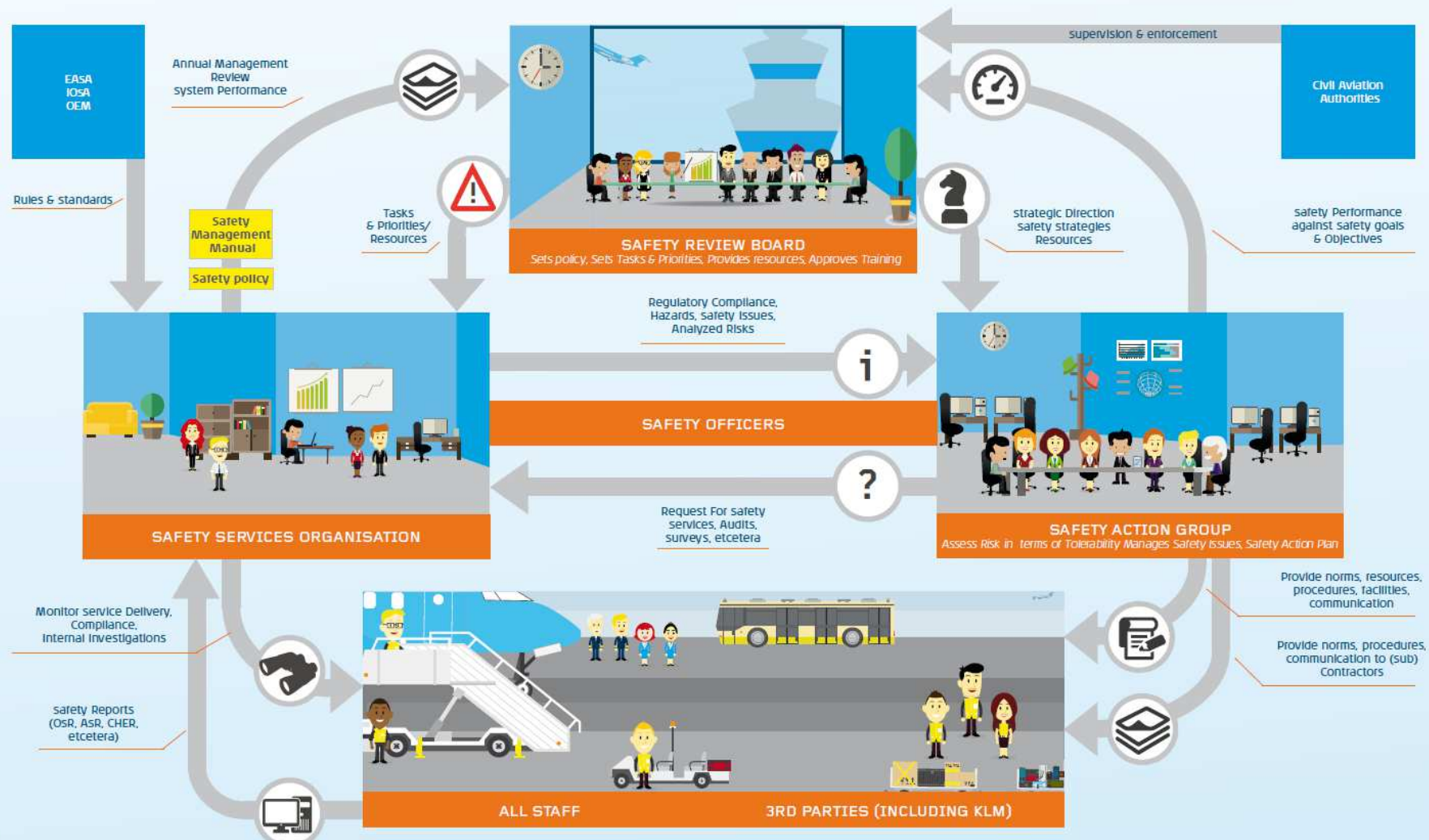
We exist to serve our customers and deliver results

Seven pillars

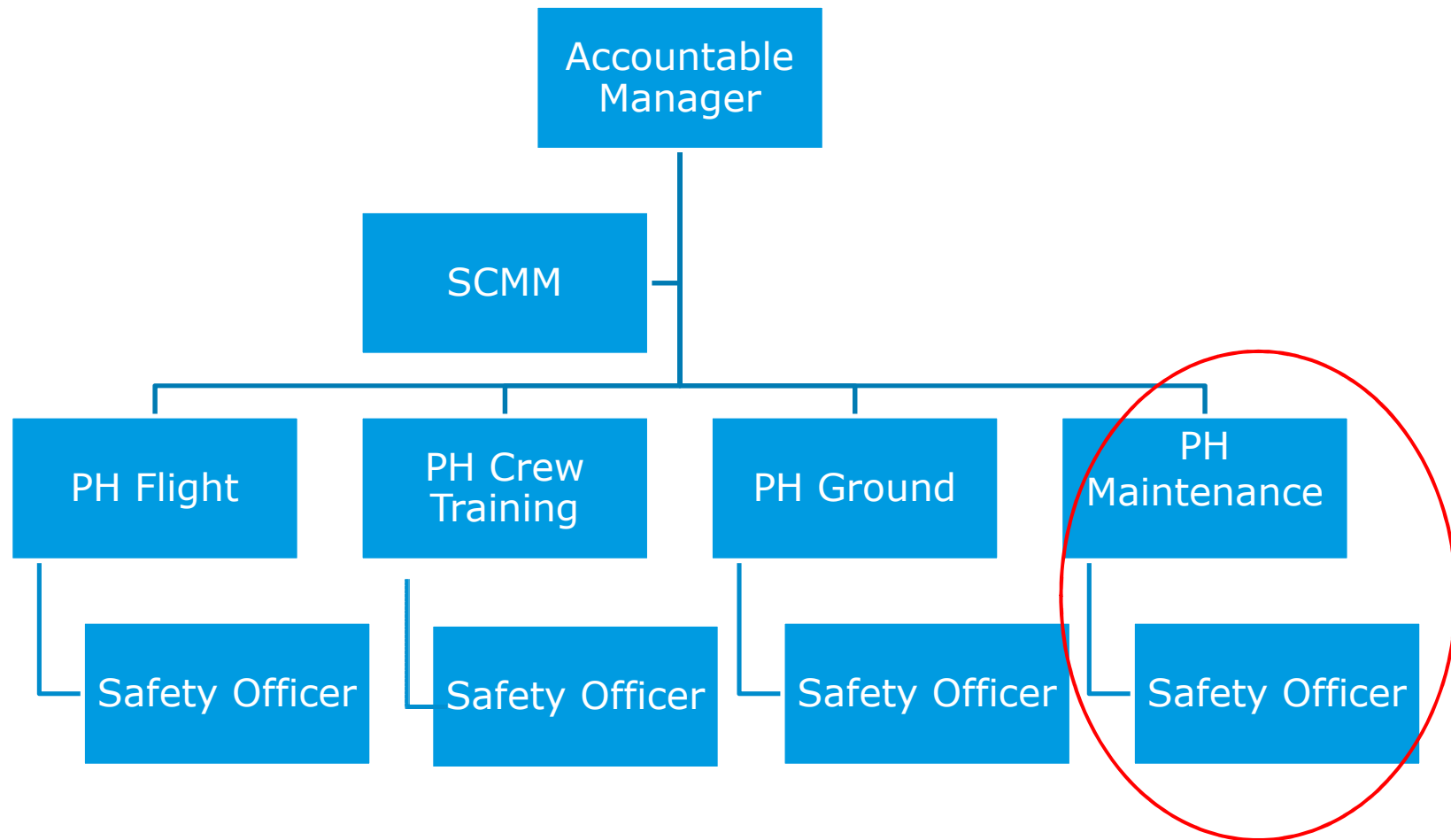


Integrated Safety Management System

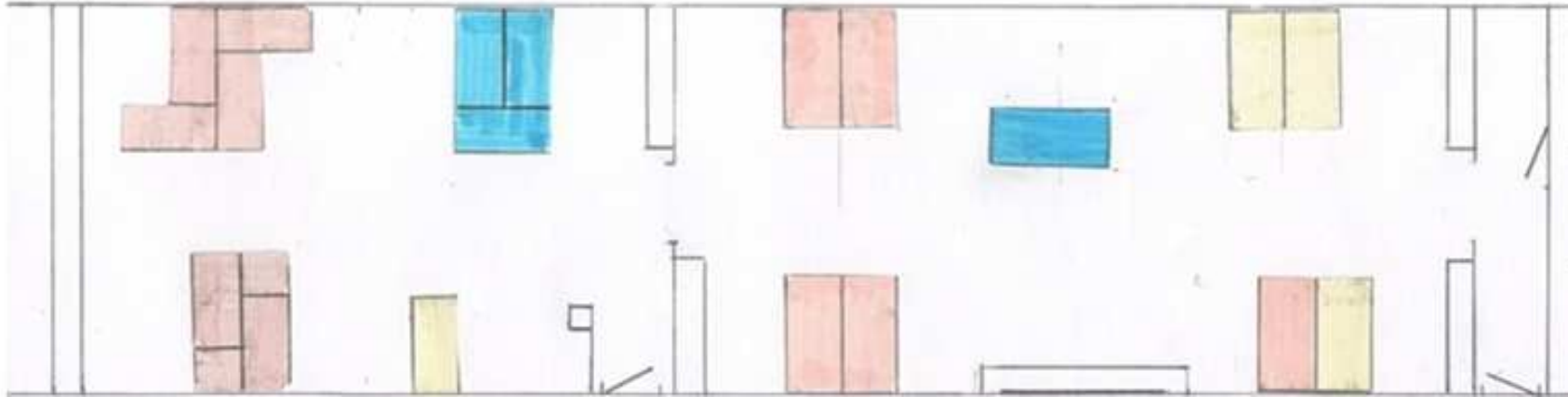
OCCUPATIONAL OPERATIONAL ENVIRONMENT SECURITY COMPLIANCE



CAMO as part of the Operator



Cooperation between CAMO and MRO's



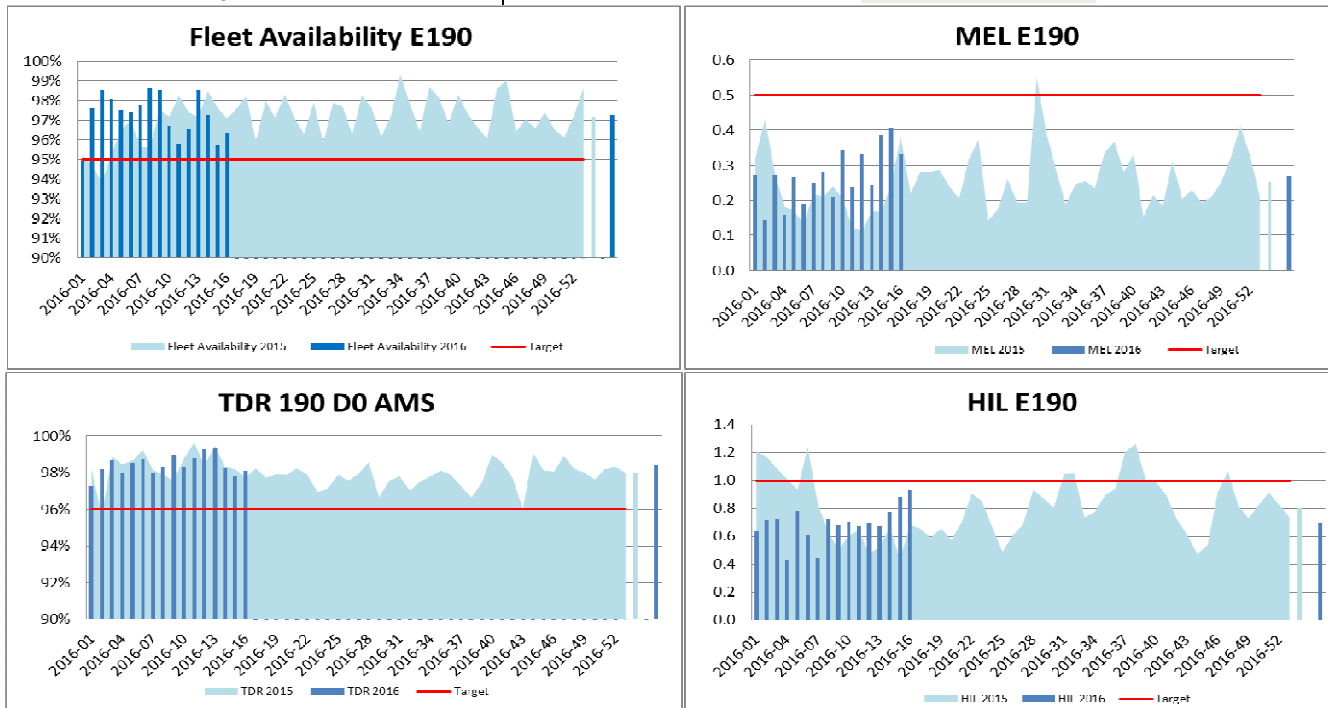
- All maintenance under one roof
- Joint Maintenance Control Center



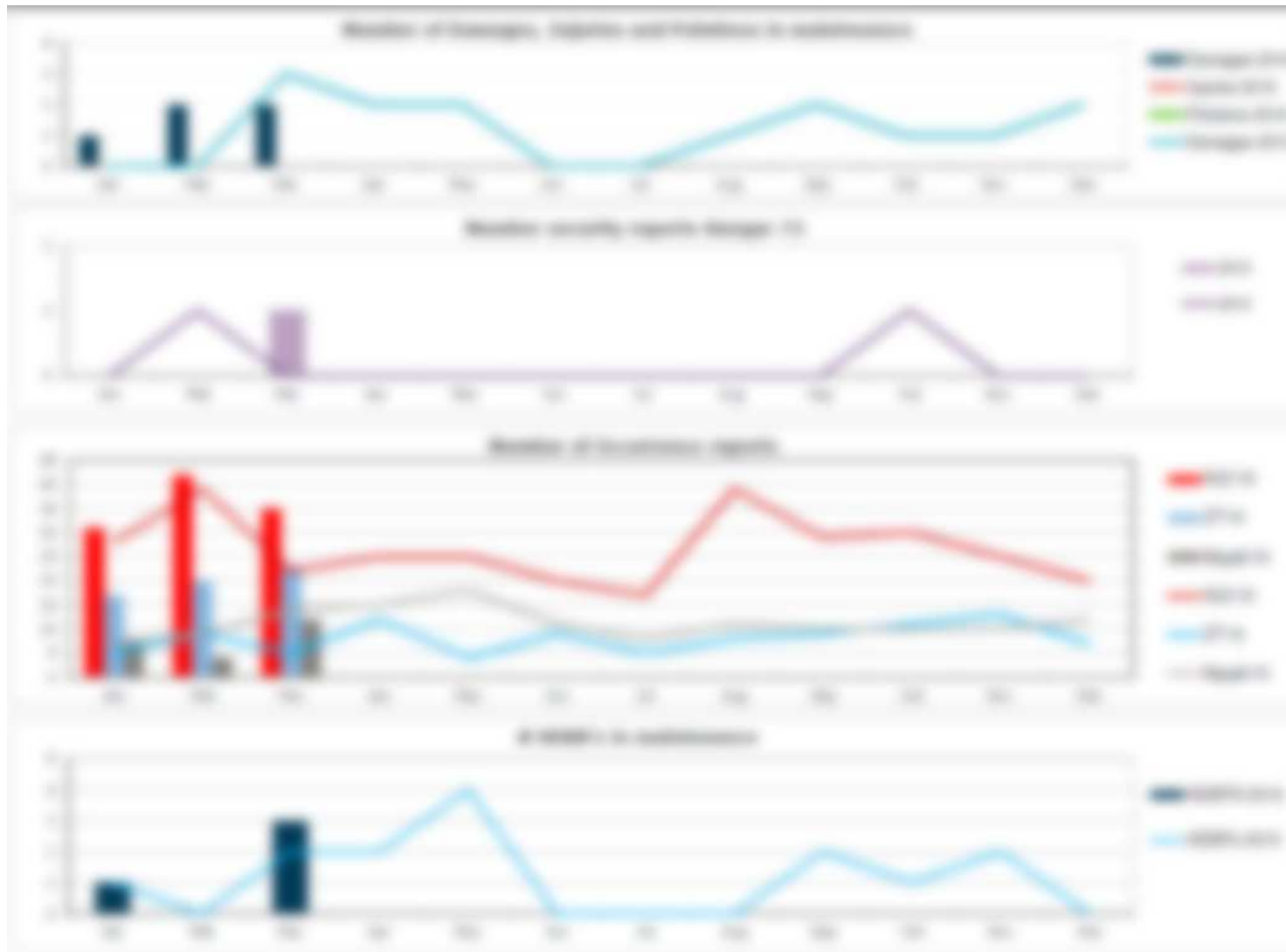
Technical performance...

Weekly Performance KLC

E190				Target
Fleet Availability	/UGT	96.31%	1.11	95%
TDR AMS D0	/Delays	98.09%	12	96%
MEL		0.33		0.50
HIL		0.93		1.00
Flight Cycles		1254		
Flight Hours		1470		



...leads to Safety performance



Cooperation for a common goal

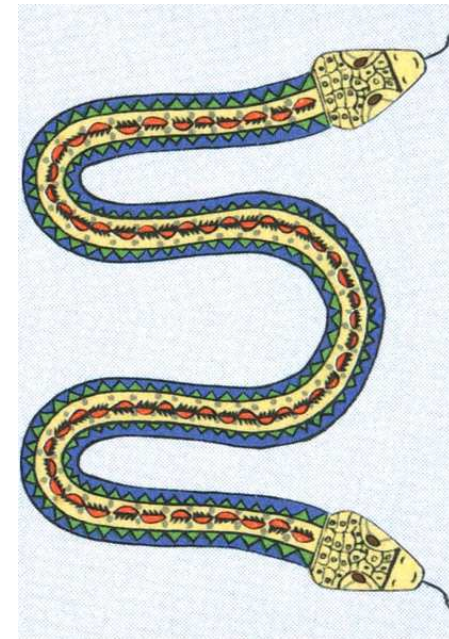
- Continuous information exchange between CAMO and MRO's
- Exchange of occurrences
- Safety Consolidation Meeting
- Joint investigations
- Joint proactive risk analyses
- Joint replays

Challenges to manage safety in the CAMO

- Difference in (safety) culture between operator and MRO's
- Claim culture, with impact on mutual trust
- 'Schizophrenic' EU regulations: Quality vs Management System
- As a consequence: 'split' CAA oversight

So from an *Operator* perspective:

- Integrated SMS
- 1 Management system regulation
- Support the CAMO and MRO in transition



Questions?

