ICARE Ltd

SMSM

SAFETY MANAGEMENT SYSTEM MANUAL

SAMPLE EDITION FOR iCare SMS CUSTOMERS

Edition	1
Amendment	0
Dated	JANUARY 2011
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HOW TO CUSTOMIZE THIS MANUAL

This manual has been developed by ICARE Ltd and is sold as a part of the iCare SMS software package to registered users (Users of the demonstration version of iCare SMS are not registered users). Registered users are hereby authorized to use this manual to implement their own SMS organization but in no case (i) to resell it or (ii) to disclose it, entirely or partially, except when required by the SMS regulations (as edited by ICAO or by the local National Civil Aviation Authority)

DISCLAIMER: USING THIS GENERIC SMS MANUAL IS NOT A WARRANTY FROM ICARE LTD THAT YOUR CUSTOMIZED MANUAL WILL BE APPROVED BY YOUR NATIONAL CIVIL AVIATION.

While the SMS regulation, as applicable to your company, describes the "what", the SMS Manual exposes the "how" of the SMS organization. Therefore, the procedures exposed in this manual, as a generic manual, are the usual procedures generally implemented to "make it works". This is not an absolute exposition of what the SMS organization must be, but only a usual way to comply, an acceptable manner of compliance. This manual is a guideline which must be adapted by developing processes to fit your unique business and management models.

To customize this manual to your SMS organization, proceed as follows:

1/ Use the "find and replace" function of Microsoft© Word to replace the following terms:

[COMPNAME]	to be replaced by	<Your company name>
[NCAA]	to be replaced by	<the name of your National Authority>

2/ This manual is designed to be effective to all hazard industries and includes specific comments and articles which are dedicated to particular industries. Such specific articles are identified by a different font:

Standard text	Effective to all industries
Green text (Airport style)	Effective to airports
Blue text (Airline style)	Effective to airlines

Delete the texts which are not appropriate to your company

3/ Regulation references are displayed using a text box:

ICAO rule

FAA rule

If required, remove the references which are not applicable to your company and insert your Local Regulation Requirement.

4/ Some procedures cannot be completely developed in the context of a generic SMS manual. In such cases, a comment will be displayed with the explanations about the text to be inserted in place of the comment   *This is a comment (Comment style)*

5/ Read, dispatch, collect the change requests, modify the manual to match your exact organization, read again before applying for the approval of your National Civil Aviation Agency.

PREFACE

Safety Management is a core business function just as financial management, HR management, etc. The Safety Management System is a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures. Three core aspects of a SMS are:

Systematic – Safety management activities are in accordance with a pre-determined plan, and applied in a consistent manner throughout the organization.

Pro-active – An approach that emphasizes hazard identification and risk control and mitigation, before events that affect safety occur.

Explicit – All safety management activities are documented and visible.

This manual outlines the Safety Management System at [COMPNAME].

Nothing contained in this manual is meant to supersede any standard, order, instruction or recommendation issued by [NCAA]. In the event any discrepancy is noticed in the material contained in this manual and that published by the regulators, the reader is advised to bring the same to the notice of the [COMPNAME]'s Safety Manager, so that a suitable amendment can be issued.

0   GENERAL INFORMATION

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0.3   Amendment page

Edition n° | 1 |

Amendment n°: | 0 |

Classification: Minor | | Major | X |

DELETED PAGES	INSERTED PAGES	REASON
N/A	ALL	Initial edition

Approval by the [NCAA]

Name:

Date:

Signature:

0.4   Distribution list

List of controlled copies of this manual:

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0.5   About this manual

0.5.1   Purpose of this manual

One explicit feature of an SMS is that all safety management activities are required to be documented and visible. This SMS Manual is an essential element of the [COMPNAME]'s SMS.

The purpose of this manual is to assist all those who work at, work with or visit [COMPNAME] in fulfilling the requirements of ICAO Annexes 6, 11 and 14 with respect to the implementation of SMS.

0.5.2   Audience

Application of the guidance material herein is not limited to operational personnel. Rather, it is relevant to the full spectrum of stakeholders in safety, including senior management.

In particular, this manual is aimed at the personnel who are responsible for designing, implementing and managing effective safety activities, namely:

a) [COMPNAME] officials with responsibilities for regulating the aviation system;

b) Management of operational organizations, such as operators, providers, concessionaires and maintenance organizations; and

c) Safety practitioners, such as safety managers and advisers.

Users should find sufficient information herein for operation of the SMS.

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0.6   Acronyms and abbreviations

ADREP	Accident/incident data reporting (ICAO)
AEP	Aerodrome emergency plan
AIRPROX	Aircraft proximity
ALARP	As low as reasonably practicable
ALoS	Acceptable level of safety
AMJ	Advisory material joint
AMO	Approved maintenance organization
AOC	Air operator certificate
ASDE	Airport surface detection equipment
ASR	Air safety report
ATC	Air traffic control
ATCO	Air traffic controller
ATM	Air traffic management
ATS	Air traffic service(s)
CAA	Civil aviation authority
CDA	Constant descent arrivals
CEO	Chief executive officer
CFIT	Controlled flight into terrain
CIP	Commercially important person
CIR	Circular
CMC	Crisis management centre
CRDA	Converging runway display aid
CRM	Crew resource management
CVR	Cockpit voice recorder
DME	Distance measuring equipment
Doc	Document
ERP	Emergency response plan
FDA	Flight data analysis
FDM	Flight data monitoring
FDR	Flight data recorder

FOD	Foreign object (debris) damage
Ft	Feet
GPS	Global positioning system
ILS	Instrument landing system
IMC	Instrument meteorological conditions
ISO	International Organization for Standardization
Kg	Kilogram(s)
LOFT	Line-oriented flight training
LOSA	Line operations safety audit
m	Metre(s)
MDA	Minimum descent altitude
MEL	Minimum equipment list
MOR	Mandatory occurrence report
MRM	Maintenance resource management
NM	Nautical mile(s)
OJT	On-the-job training
PC	Personal computer
QA	Quality assurance
QC	Quality control
QMS	Quality management system
RVSM	Reduced vertical separation minimum
SA	Safety assurance
SAG	Safety action group
SARPs	Standards and Recommended Practices (ICAO)
SDCPS	Safety data collection and processing systems
SHEL	Software/Hardware/Environment/Liveware
SMM	Safety management manual
SMS	Safety management system(s)
SMSM	Safety management systems manual
SOPs	Standard operating procedures
SRB	Safety review board
SRM	Safety risk management

SSP   State safety programme

TLH   Top level hazard

TRM   Team resource management

USOAP   Universal Safety Oversight Audit Programme (ICAO)

VIP   Very important person

VMC   Visual meteorological conditions

VOR   Very high frequency omnidirectional range