

**VOLUME 15 FAA SAFETY TEAM POLICIES AND PROCEDURES****CHAPTER 1 GENERAL INFORMATION****Section 9 Identifying and Sharing Best Practices**

**15-1-9-1 GENERAL.** The Federal Aviation Administration (FAA) Safety Team (FAASTeam) was established with the intent to serve as a focal point for aviation safety best practices.

**A. Purpose.** This section provides guidelines for identifying and sharing best practices in a methodical and efficient manner.

**B. Scope.** This section is general in nature. Specific FAASTeam program implementation requirements are found in the other Volume 15 chapters. FAASTeam members should use these and other tools to address safety issues in the most efficient and effective ways possible.

**15-5-9-3 through 15-5-9-5. RESERVED.**

**15-1-9-7 PROCEDURES.**

**A. Best Practice Identification.** FAASTeam Program Manager (FPM) personal experience and workplace interaction with the aviation community provides exposure to a wide range of systems and methods to manage safety risk.

- 1) The FPM is ideally positioned to recognize and identify aviation safety best practices.
- 2) Before developing or recommending development of a new safety intervention, discuss the idea with the Regional FAASTeam Manager (RFM) for workload and priority considerations.
- 3) With RFM concurrence, the FPM should review publicly or commercially available solutions within or outside the FAA, and consider whether an existing product will adequately mitigate the safety issue, either as-is, with modification, or with supplemental information. The latter approach may be more timely and cost-effective for both the FPM and end-users than “reinventing the wheel.”
  - a) Search within the FAASTeam Web site as well as on the Web for available materials.
  - b) Ask for input from personal and professional networks such as FAASTeam staff, Flight Standards District Office (FSDO) inspectors, volunteers, and organizations in the aviation community.
- 4) When a new best practice is identified, the FPM shall respect the intellectual property rights and proprietary interests of the practice owner or developer, and ask for

permission before sharing any information. Most individuals and organizations are willing to share best practices in the interest of improving safety in the industry if the practice is either:

- a) De-identified to remove source and proprietary information, or
- b) Properly identified to acknowledge or credit the source.

**B. Best Practice Sharing.** The FPM can have a considerable safety impact through the sharing of best practices within the aviation community.

- 1) When referring others to safety products or practices, the FPM should provide an objective appraisal of safety benefits while being careful not to endorse a particular vendor or service provider.
- 2) In many cases, it is more beneficial to facilitate the connection between the best practice owner and the individual or organization that would benefit from the practice, rather than trying to provide all of the information directly to the recipient.
- 3) The owner or developer of a best practice may be a good volunteer resource. Talk to the individual about joining the FAASTeam to share information with others on a more frequent basis or as a presenter at safety events.
- 4) It is important to recognize that what works well in one operation or situation may not be the best solution in all circumstances. When sharing best practice information, remind the audience that the practice must be evaluated to make sure it will work as intended. If possible, share information on the context and circumstances under which the practice was developed and used. Minor differences in aircraft, pilot training, skill level, or the operating environment could create unintended consequences for a new practice blindly adopted without proper evaluation. Every change introduces the potential for new hazards and risks and should be considered carefully by each user.
- 5) The FPM should strive to be knowledgeable about safety best practices. Being seen by others as an information resource will provide more opportunities to educate others and promote a positive safety culture.

**C. Best Practice Examples.** Some Web sites that address best practices in a variety of contexts and industries may provide useful examples or stimulate thought on ways to identify and promote aviation best practices in the work of the FAASTeam. These sites are for reference only. Use of actual content from these sites may require permission or licensing from the content owner.

- 1) Antivirus Internet Security, <http://www.avsecure.com>;
- 2) Best Practices Database in Improving the Living Environment, <http://www.bestpractices.org>;
- 3) Best Practice Resources, <http://www.teachermentors.com>; and

4) U.S. Consumer Best Practices Guidelines for Cross-Carrier Mobile Content Programs, <http://www.mmaglobal.com/bestpractices.pdf>.

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