

DCT Title: SMS-Safety Communications Design Demonstration(OP)

DCT Type: National/Divisional

Specialty: Operations

Assessment Type: DA **DCT Revision:** 4.0 on 01/15/20 (Released)

Summary Information

Purpose (Certificate Holder Responsibility): Implement a process for communicating safety critical information throughout its organization to ensure that employees are aware of their safety related responsibilities.

Objective (FAA Responsibility): Confirm through design demonstration, that the CH communicates safety information throughout its organization to its employees, including their safety related responsibilities, and other critical safety related information.

Questions	Answers	Comments
<p>1 Does the certificate holder demonstrate that:</p> <p>#1 Safety critical information is communicated at appropriate personnel levels; and</p> <p>#2 Employees have received an explanation as to why particular company safety actions are taken (i.e., new or revised policies/ procedures or changes that impact their working conditions)?</p> <p>REFERENCES: 5.97(d), 5.93</p> <p>NOTE: The demonstration of communication and employee awareness is assessed from employee interviews and documentation. References include 14 CFR 5.93(a), (b), (c), and (d).</p> <p>Safety Attribute: Procedures, Question Type: Output Validation,</p> <p>Scoping Attribute: FAR PART = "121" OR "135" OR "141" OR "142", Rev. 2 1/15/2020 3:18:07 PM,</p> <p>QID: 00055779, Response Details: EP & ED DCTs (Both OP and AW), Status: Released</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Not Applicable</p>	
<p>2 Does the certificate holder's safety communication process explain to employees: safety policies, processes, procedures and actions relevant to their responsibilities?</p> <p>REFERENCES: 5.93</p> <p>NOTE: The demonstration of communication and employee awareness is assessed from employee interviews.</p> <p>Safety Attribute: Procedures, Question Type: Output Validation,</p> <p>Scoping Attribute: FAR PART = "121" OR "135" OR "141" OR "142", Rev. 2 1/15/2020 3:18:07 PM,</p> <p>QID: 00055782, Response Details: EP & ED DCTs (Both OP and AW), Status: Released</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Not Applicable</p>	

Response Details List EP & ED DCTs (Both OP and AW) (Released, 1.0)

1	Unclear procedure(s)
2	Conflicting procedure(s)
3	Used workaround(s)
4	Skipped process step(s)
5	Personnel failed to follow process (procedures, guidance, etc)
6	Procedures/guidance not available
7	Procedures/guidance not current
8	Inconsistent procedure(s)
9	Undocumented procedure(s)
10	Minor typographical error(s) (i.e. record entries)
11	Information missing
12	Communication failure(s)
13	Personnel failed to perform task
14	Process failed to meet desired outcome
15	Process oversight failure
16	Equipment/tools not available
17	Equipment/tools not adequate
18	Equipment/tools not calibrated
19	Facilities not adequate
20	Other

Response Details List N/A Response Detail (Released, 2.0)

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1	Not applicable or authorized for the certificate holder or applicant
2	Other