

**FORO 2.5** | SECTOR AÉREO  
2030



**CUMBRE INTERNACIONAL**  
SEGURIDAD OPERACIONAL

**2019**

# Aviation Safety Action Programs (ASAP) *at United*

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Eric Nystrom, *Sr. Manager, Safety Reporting Programs*  
eric.nystrom@united.com

# Aviation Safety Action Programs at United

## *Agenda*

- What are Aviation Safety Action Programs?
- ASAP at United
- Governing documents and policy
- ASAP process
- Data visualization and analytics

# What are Aviation Safety Action Programs?

FAA Advisory Circular 120-66

*“The objective of an ASAP is to encourage employees of certificate holders or other operators to voluntarily report safety information that may be critical to identifying potential precursors to accidents.”*

*“Under an ASAP, safety issues are resolved through corrective action rather than through punishment or discipline.”*

*“ASAP participants use ASAP safety data, **much of which would otherwise be unobtainable**, to develop corrective actions for identified safety concerns, and to educate the appropriate parties to prevent a recurrence of the same type of safety event.”*

# Aviation Safety Action Program (ASAP)

**Partnership**  
Company + Unions + FAA



**All United Employees can Report**



**Corrective Action Discipline**



**Safety Data**



**5,000 Positive Changes <sup>1</sup>**



**Event Reports**      **Predictive Reports**



<sup>1</sup> Since tracking began in 2016

# Aviation Safety Action Program (ASAP)

## Confidential vs. Anonymous



Instills trust



~~Discipline evidence~~

# ASAP at United

A STAR ALLIANCE MEMBER 

UNITED 

# Organization structure

**EVP & COO**



**Greg Hart**  
WHQPO  
EVP & Chief Operations Officer  
CSC - Chicago (Willis) 1151  
Phone: 872/825-2124  
Email: [ghart@united.com](mailto:ghart@united.com)



**Tech Ops**

**Customer Service**

**Cargo**

**United Express**

**Corporate Safety**

**Flight Ops**

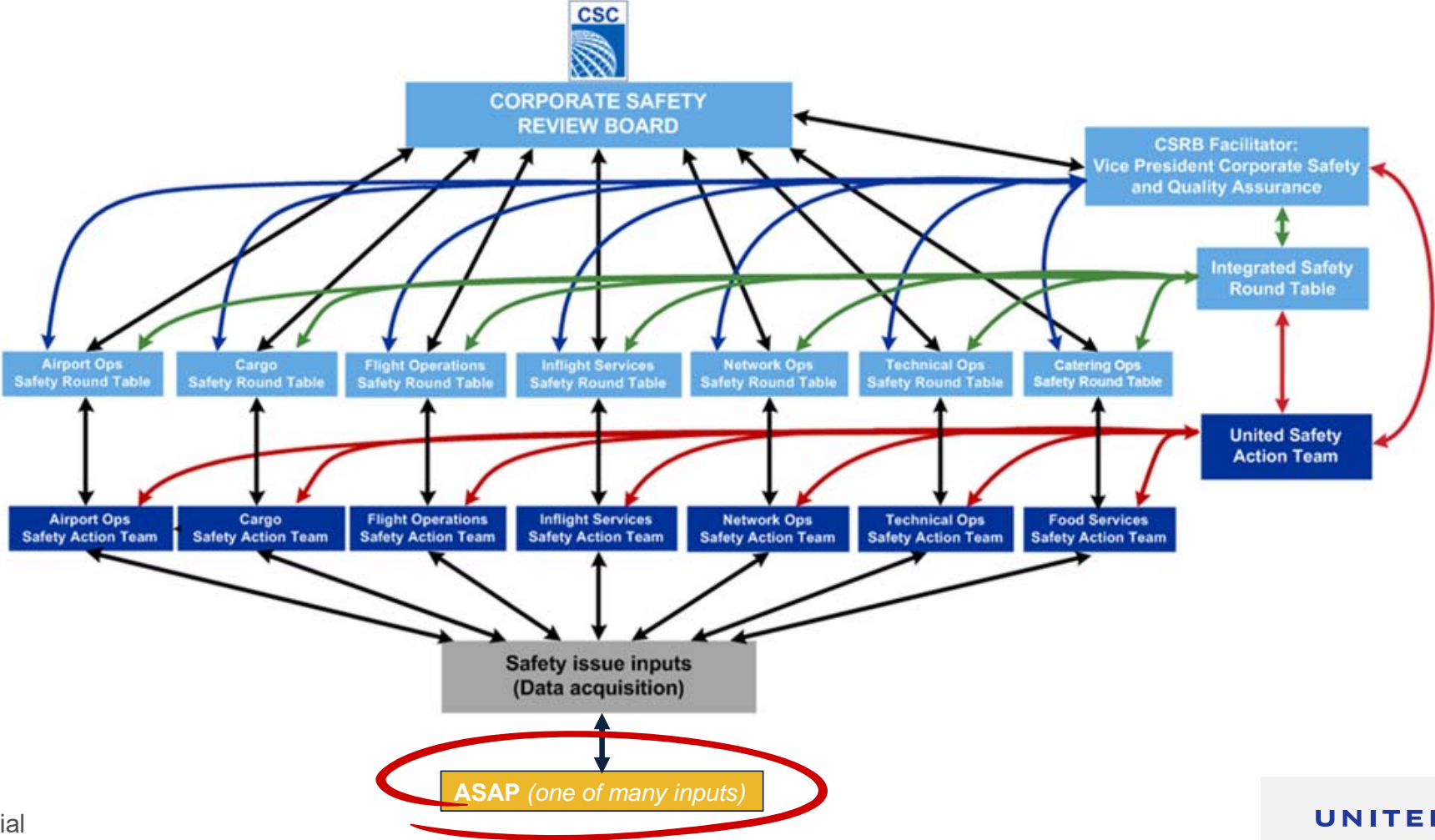
**Ground & Network Ops**



# United's safety management system structure



# United's safety management system structure



# Governing documents and policy

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# FAA ASAP policy and guidance

<http://www.faa.gov/about/initiatives/asap/policy/>



## Advisory Circular 120-66B



US Department  
of Transportation  
**Federal Aviation  
Administration**

## Advisory Circular

**Subject: AVIATION SAFETY  
ACTION PROGRAM (ASAP)**

**Date: 11/15/02  
Initiated By: AFS 230**

**AC No: 120-66B  
Change:**

The screenshot shows the FAA website's 'ASAP Policy & Guidance' page. The page header includes the FAA logo, navigation links (FAA Home, Jobs, News, About FAA, A-Z Index, FAA for You ...), and a search bar. The main content area is titled 'ASAP Policy & Guidance' and lists various resources under several categories:

- Orders and Advisory Circulars
  - 8000.82, Designation of Aviation Safety Action Program (ASAP) Information as Protected from Public Disclosure under 14 CFR Part 193
  - 8900.1, Flight Standards Information Management System (FSIMS), Vol. 11, Chap. 2, Sec. 1, Aviation Safety Action Program (PDF)
  - AC 120-66, Aviation Safety Action Program (ASAP)
    - ASAP Report Process Flowchart (AC 120-66B) (JPG)
    - FAQ: FAA vs. Company Sole Source Reports (PDF)
  - AC 120-92, Safety Management Systems for Aviation Service Providers
- Policy Updates
  - Reopening A Closed Event (PDF)
  - ERC Interviews Prior to Accepting a Report (PDF)
  - Advance Distribution of Name-Redacted ASAP Reports to ERC Members (PDF)
  - Responsibilities of the FAA member of an ASAP Event Review Committee (ERC) (PDF)
- Guides & Best Practices
  - Guide for Maintenance ASAP Programs (PDF)
  - Best Practices for ASAP Event Review Committees (PDF)
- ASAP Participants (PDF)

# Memorandums of Understanding (MOU)

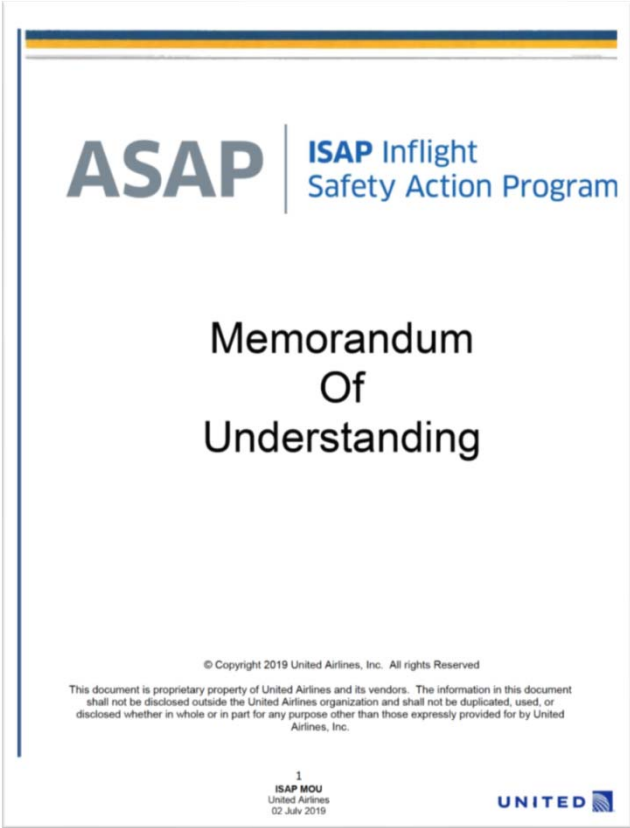


**Signed by United,  
unions and the FAA**

**Renewed every 2  
years**



**States the terms of  
the program**



# ASAP Business Manual

Procedures based on *our* best practices

Created by United, unions and the FAA

Customized for each ASAP program



## AVIATION SAFETY ACTION PROGRAM

**ASAP**

(998284)

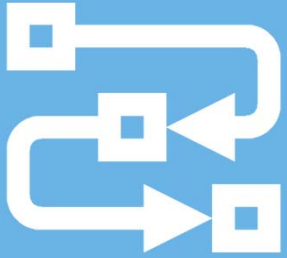
Revision Number: 06  
Revision Date: 09/03/2019

# ASAP process

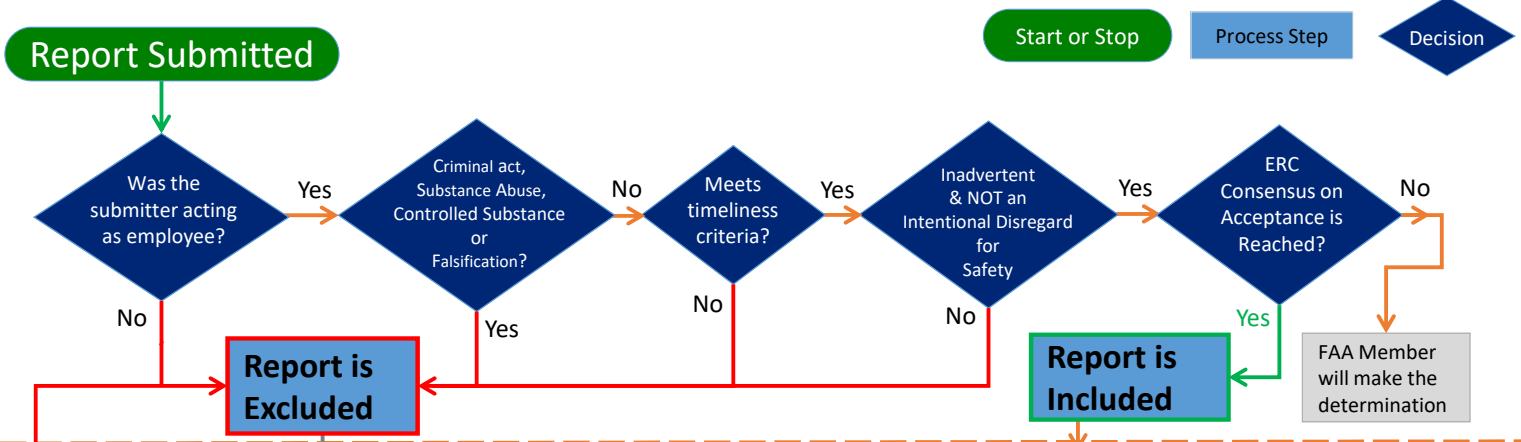
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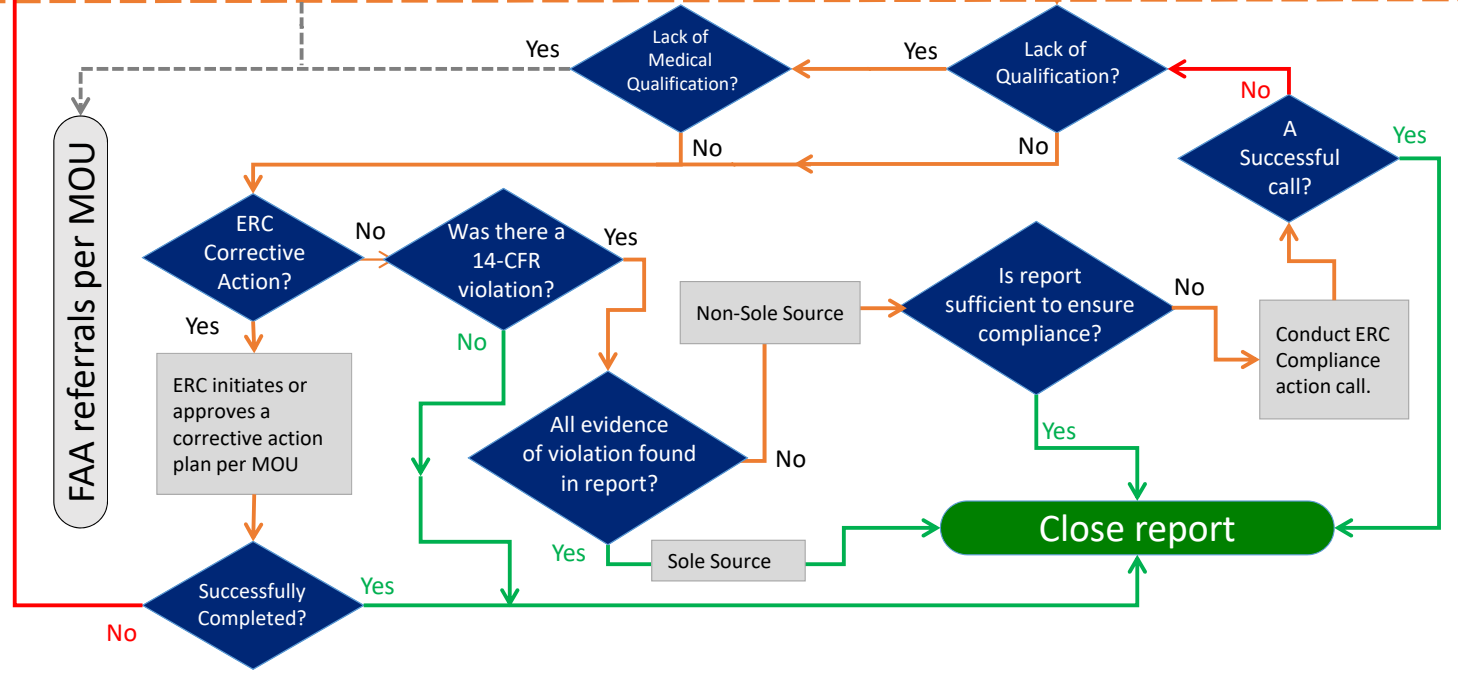
# ASAP process



Acceptance Process

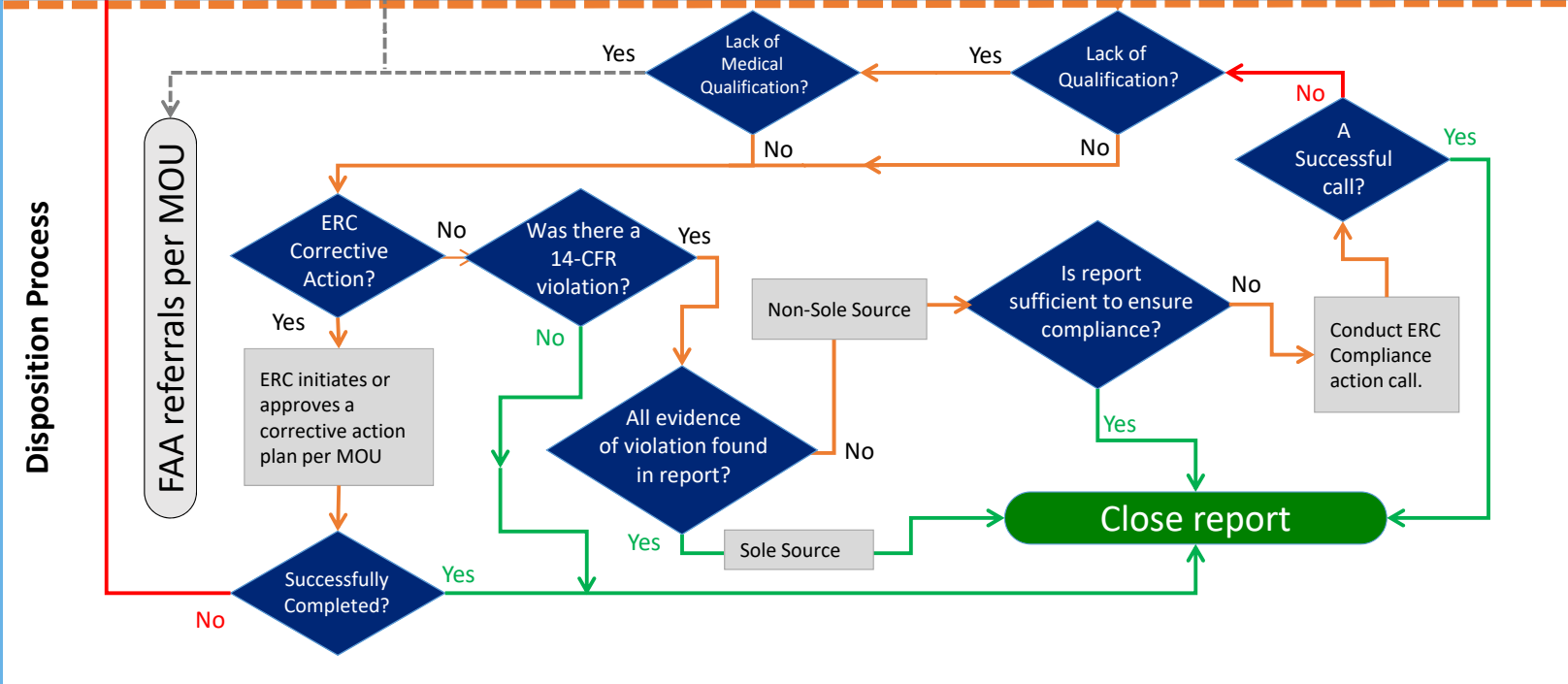
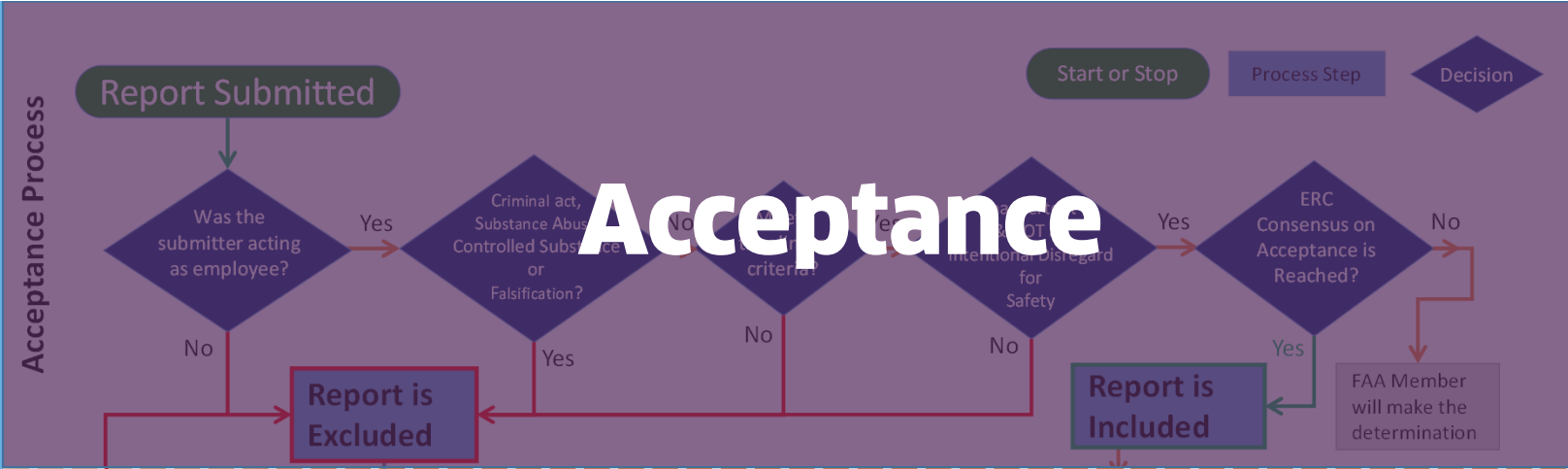
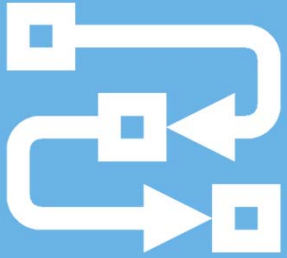


Disposition Process

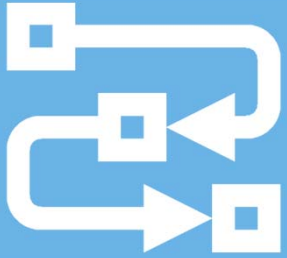




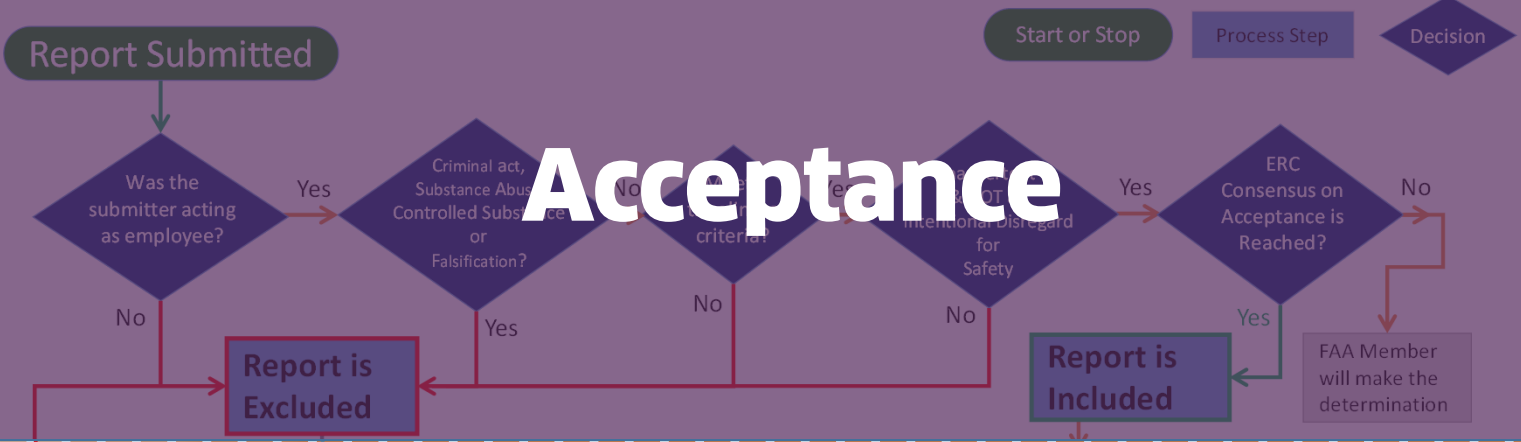
# ASAP process



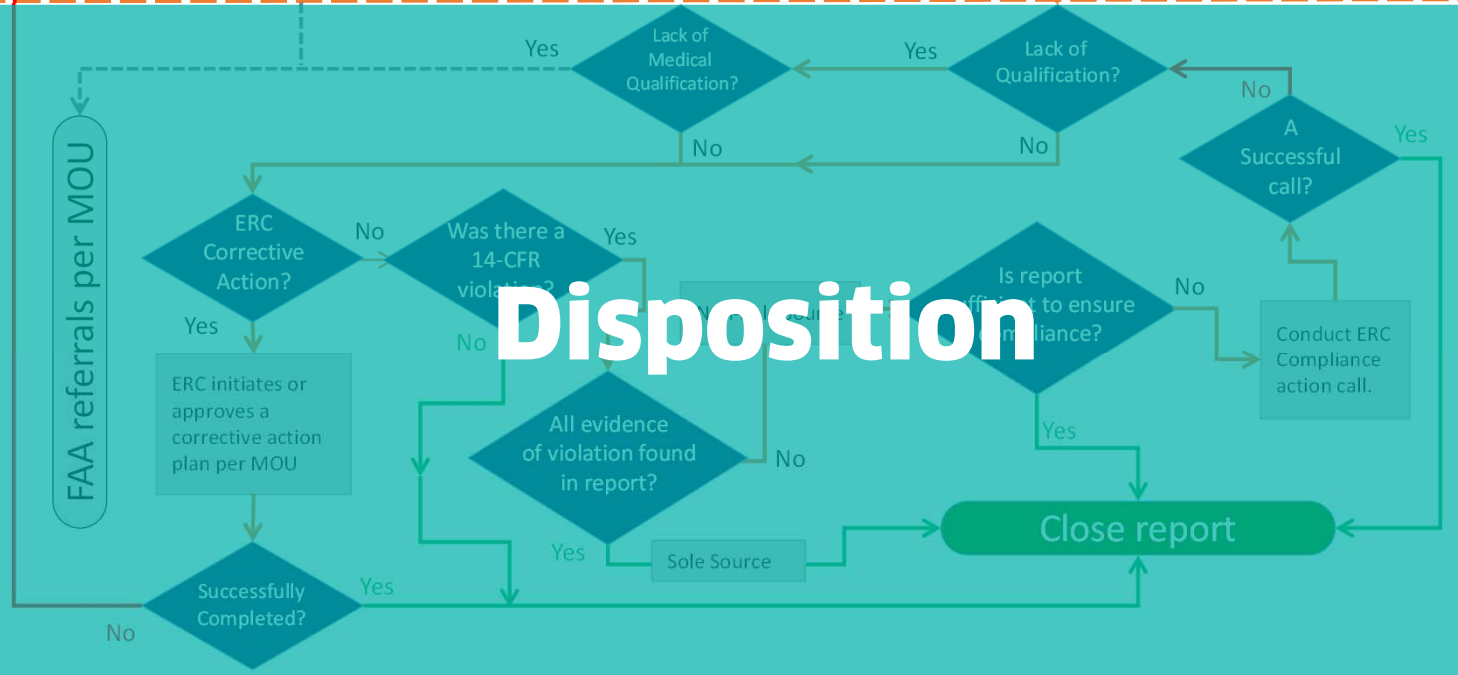
# ASAP process



Acceptance Process



Disposition Process



# Acceptance

# Disposition

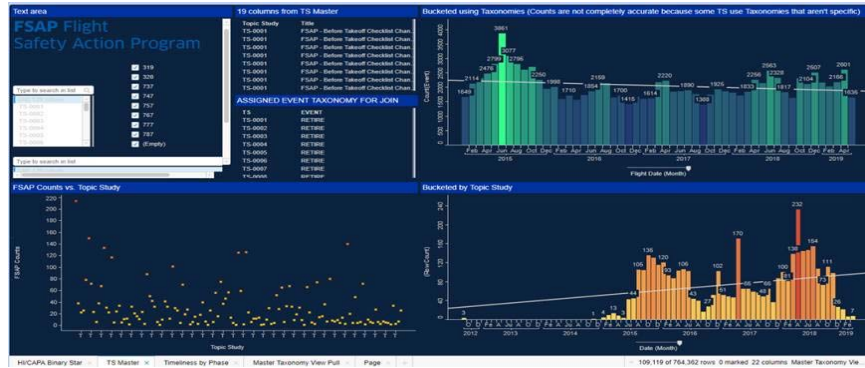
# Data visualization and analytics

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# Data visualization and analytics

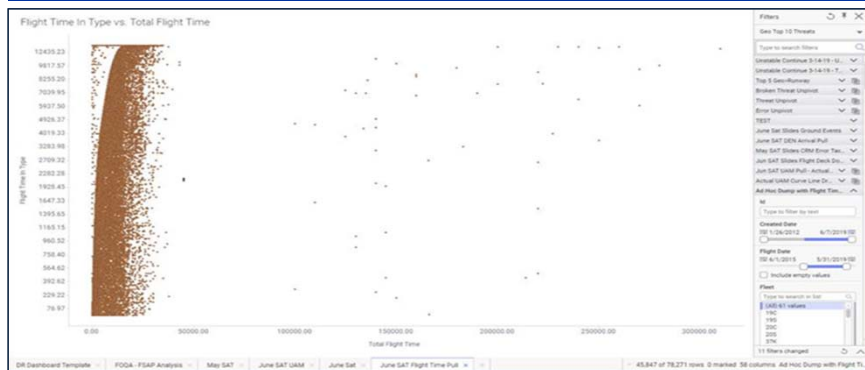
## Data visualization



Predict hazards

Information sharing

## Artificial intelligence



Increases data fidelity

Leveraging proven technologies

Less interpretation



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