

Practical Case: Human Factors and Management of Change (MOC)



World Food Program Safety Conference
9-11 October 2013, Marrakesh, Morocco

Captain Michel Theriault



August 2011 to Present

SMS and EHSMS Post Holder, EHS Manager
Abu Dhabi Aviation

2003 – August 2011

Safety Officer, Abu Dhabi Aviation

2002 – 2003

Maintenance Test Pilot, Saudi Air Force

1999 – 2002

Aircraft Accident Investigator, Transportation Safety Board of Canada,
Ontario, Canada

1996 – 2002

Instructor Bell 412 and Flight Safety Officer, Ministry of National
Defense (MND), Canadian Forces Base (CFB), Montreal, Canada

1993 – 1996

Instructor Bell 212, Operations Officer, MND, CFB Gagetown NB,
Canada

1990 – 1993

Selection Officer, Canadian Forces Aircrew Selection Centre, CFB
Toronto, Canada

1985 – 1990

Bell 212 Helicopter Pilot, MND CFB Valcartier QC, Canada

Company Overview





- ▶ Largest commercial helicopter operator in the Middle East, operating 61 helicopters (15 Augusta Westland AW139s, 23 Bell 412s, 19 Bell 212s and 4 Bell 206s), 3 fixed-wing aircraft (DHC-8)
- ▶ Established in 1975 and started operations in March 1976 – began with helicopter operations and added fixed-wing aircraft in 1991 – a third-party maintenance facility was opened in 1994
- ▶ Owned by Abu Dhabi Nationals (70%) and the Abu Dhabi government (30%)
- ▶ The company employs over 1,000 personnel, including pilots and aircraft maintenance engineers
- ▶ Bulk of the company's business activity is in support of Abu Dhabi offshore oil and engineering and construction companies. Other business activities include medical evacuation, survey, photography and charter
- ▶ Since inception, ADA is now approaching 1,000,000 flight hours mark in helicopters and over 55,000 hours in fixed wing aircraft


Website: www.abudhabiaviation.com


Incident Review





**Abu Dhabi Declaration**


**E-Publication**
GCAA Regulations


**UAE AIP**
AIS Publications


**Glossary**
Aviation Declared Terminologies

**Service Fees**


**En-route ANS Online Payment**

**Customer Charter**

**Surveys**

**RELATED LINKS**

- UAE Airports

Director General Message


I am pleased to present the 2013 Operational Plan for the UAE General Civil Aviation Authority (GCAA). This plan reflects the GCAA operation during this year, taking into account our Mission Statement, Strategic Objectives and associated performance

[Standards](#) **NEW** [more](#)

[Airworthiness Directives](#)

[Civil Aviation Regulations \(CARs\)](#)

[Information Bulletin \(IB\)](#)

[Airworthiness Notices \(AWN\)](#)

[Civil Aviation Advisory Publication \(CAAP\)](#)

[Notice of Proposed Amendment \(NPA\)](#)

[Notice To Aerodrome Certificate Holders \(NOTAC\)](#)

[Security Directives](#)

Accident / Incident Investigation Reports

[Operational Directives \(DIR\)](#)

[ANS Information Notice \(ANSIN\)](#)

[Licensing Directive](#)

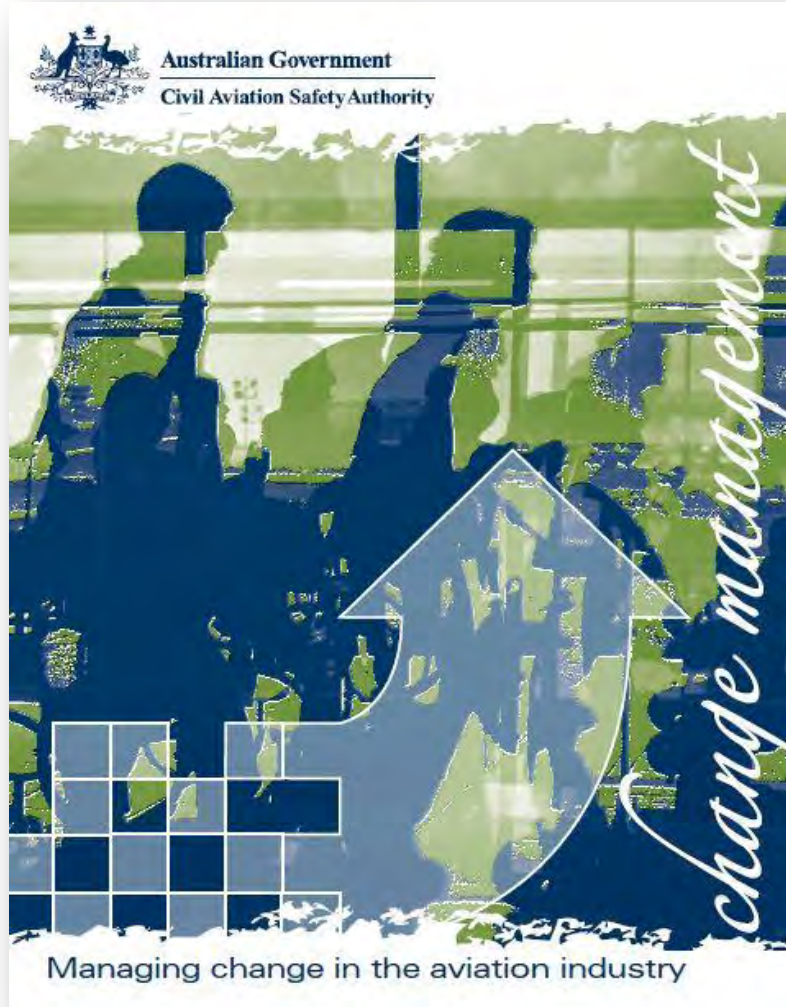
g 777-300 Serious
back Collision, Abu Dhabi

nd Boeing 777-300 Serious

Navigate to Page : ● ● ● ● ●

event that will be

Management of Change (MOC)



**Australia Civil
Aviation Safety
Authority (CASA)
Website:**

[http://www.casa.gov.au/sms/
toolkit/sms-change.pdf](http://www.casa.gov.au/sms/toolkit/sms-change.pdf)

MOC Key Elements

- ▶ New maintenance software
- ▶ Change in organizational structure
- ▶ Introduction of new procedure
- ▶ Amendment in quality process
- ▶ Training and Supervisory Issues

E.T.T.O

Efficiency Thoroughness Trade Off

Pressure

0%

100%



Conclusion

Management of Change Tool

- ▶ For Senior Executives who oversee and implement change projects
- ▶ Critical element of SMS
- ▶ No change should be approved unless MOC template has been completed and signed off by applicable department heads

Thank you.

Captain Michel Theriault

EHS Manager and SMS Post Holder

Environment, Occupational Health and Flight Safety

Abu Dhabi Aviation

Tel: +971 2 5051151

Email m.theriault@abudhabiaviation.com

Web: www.abudhabiaviation.com • www.adasafety.com

