



wats2019
O R L A N D O

Threat and Error Management: Training to a Desired Outcome

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Procedures vs. Threat and Error Management

- How do Procedures and Threat and Error Management work together?
- Are we emphasizing the right things?



Will crewmembers be willing to think outside the box when needed?

Real-life situations are not
as black and white as SOPs.

What is a Procedure?



Procedure noun

prə-'sē-jər

1. a particular way of accomplishing something or of acting
2. a series of steps followed in a regular definite order
3. a traditional or established way of doing things

(Source: Merriam-Webster Dictionary)

Example of a Procedure – CPR & AED Usage:

FA 1 “Action”	FA 2 “Backup”
<ul style="list-style-type: none">• Administer CPR	<ul style="list-style-type: none">• Retrieve AED
<ul style="list-style-type: none">• Stop CPR once AED begins to analyze heart rhythm	<ul style="list-style-type: none">• Open AED Container and turn on AED Unit
<ul style="list-style-type: none">• Visually and verbally clear the area if shock is advised	<ul style="list-style-type: none">• Apply Pads
<ul style="list-style-type: none">• Administer shock if advised	<ul style="list-style-type: none">• Hand AED Unit to FA1

Understanding Threat and Error Management

What is a threat?

- Any condition that increases the complexity of a procedure.
- Threats, if not managed properly, can lead to errors.
- Threats should serve as “red flags.”
 - “Something bad can happen!”
 - “Watch out!”



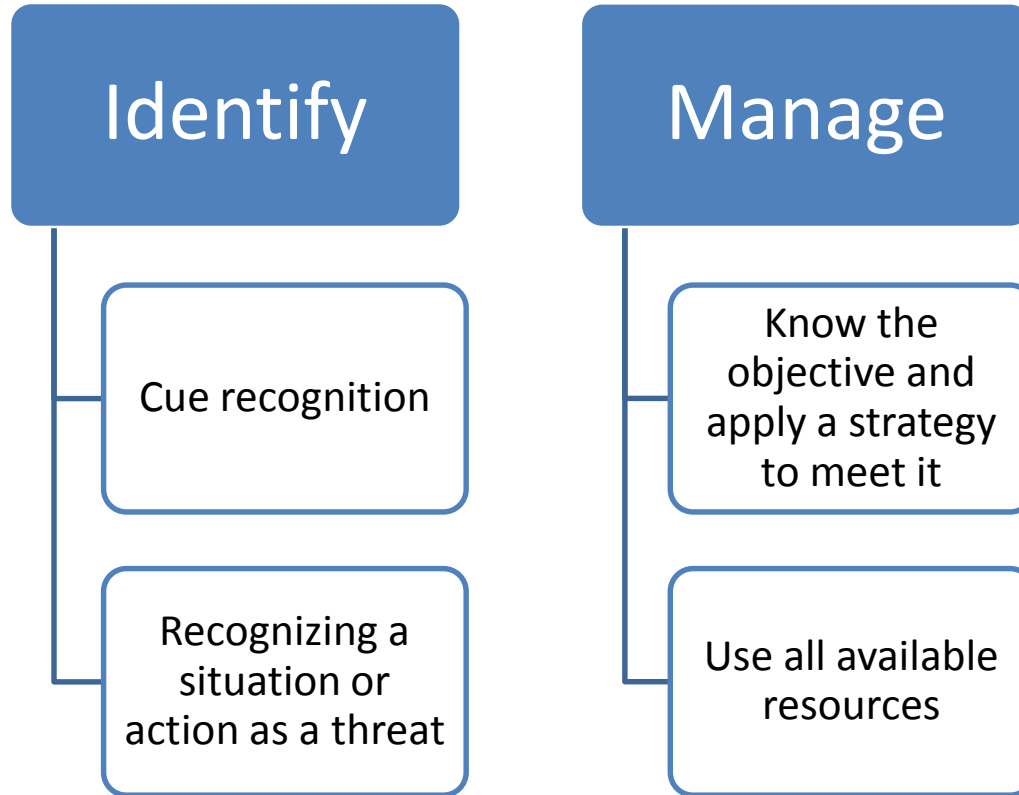
Understanding Threat and Error Management

Threat Management – There are two aspects to Threat Management:

1. IDENTIFY - Recognizing a threat exists
2. MANAGE - Coming up with a strategy to deal with the threat, so that it does not reduce safety margins or contribute to the error.



Understanding Threat and Error Management



Essential Behaviors and Beliefs for TEM to Work

- Preparation, Anticipation, Communication
- If it is not possible to follow a procedure exactly, follow the intent of the procedure
- Actively maintain situational awareness
- Managing threats is a core part of the Cabin Crew role
 - They may be expected or unexpected



Back to the Procedure – CPR & AED Usage:

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<ul style="list-style-type: none">• Visually and verbally clear the area if shock is advised	<ul style="list-style-type: none">• Apply Pads
<ul style="list-style-type: none">• Administer shock if advised	<ul style="list-style-type: none">• Transfer AED Unit to FA1

Because of spatial constraints, FA2 was unable to transfer the AED to FA1 once unit was turned on and the pads were applied. As a result, FA2 administered the shock.

Roles as Evaluators to Help Support Effective TEM Usage



- Recognize the procedure, as it is written, was not followed
- Understand why the procedure was not followed
- Coach Crewmembers to the standard
 - Debrief/Coaching Conversation
- Do not punish
 - Errors should not be punished, but rather expected and managed.