SMS Overview

Under the SMS, internal systems are created to maintain and enhance safety based on management policies prioritizing safety that are established by top management. The SMS requires that these systems be continually implemented and improved. The goal of the SMS is to achieve ever higher safety through compliance with related laws, operations that give top priority to safety and fostering of a culture of safety, all of which hinge on proper functioning of the PDCA cycle, as shown in the following diagram.
PDCA Cycle
Continually make safety improvements via the four stages of the cycle—Plan, Do, Check and Act.

Do
- Risk management
- Reporting program
- Education and training

Check
- Internal safety auditing program
- External audits

Realize ever higher levels of safety
Customer expectations, trust and reliability

Recurrence prevention

Prevention

Continual improvement

Foster a culture of safety at the ANA Group

The seven important aspects of the SMS (1 - 7 above) are explained in detail on the following pages.
ANA Group Safety Principles

Safety is the foundation of our business. We pledge to clearly define the roles and responsibilities of the company, organization and employees to maintain absolutely safe flight operations. These principles are disseminated to all employees of the Group. By fostering a culture that prioritizes safety, we will continue to be an airline that never compromises the security and trust of customers.

Safety Management Regulations

In accordance with amendments to the Aviation Acts of Japan effective from October 2006, all airlines are required to establish a safety management system (SMS). Our SMS is designed to achieve safety objectives throughout the organization based on the strong leadership of top management. It covers all areas related to safe air transportation, including flight operations, maintenance, ground handling and cargo. We will maintain and manage risks within tolerable limits by identifying hazards and performing risk management while continually implementing PDCA (Plan-Do-Check-Act) cycles. The Safety Management Regulations, which are the primary safety rules at ANA, stipulate specific rules in this regard.

Risk Management

Risk management, a central component of the SMS, is an extremely important process that involves preventing incidents and accidents before they can take place. This is done by assessing risks based on safety reports and the significance and frequency of safety-related events that have occurred in the past, taking appropriate measures commensurate with risk levels and keeping risks within tolerable limits.
Reporting Program and Addressing Human Error
Risk management systems do not function without accurate safety information. As a matter of course, there are systems in place for making reports that are required by the company and government. But we also have a Voluntary Safety Report Program for reporting safety information related to risks and potentially hazardous situations (situations that caused concern or surprise, but did not materialize into an incident). It is important to encourage the active use of this program. This is why the airlines of the ANA Group have a policy of ensuring that no informants are treated disadvantageously, such as through disciplinary actions, in connection with voluntary reporting or reported events caused by human error.

Education and Training
The ANA Safety Education Center (ASEC) was established in 2007 to supplement specialized training programs at the division level. The center is a testament to our strong determination to never forget the lessons learned from past accidents and look directly at the facts of accidents. ASEC conducts training that is highly pertinent to day-to-day activities and rooted in considerations of what each and every ANA Group employee can do to ensure safe flight operations.

Internal Safety Auditing Program
SAFER is a safety evaluation and review program for checking the Safety Management Systems of ANA Group airlines to ensure they are functioning properly based on Group-wide safety audit standards. SAFER auditors, who have extensive experience and knowledge and have been trained in accordance with specific requirements, operate from an independent perspective outside the organization and identify areas that tend to be overlooked within the organization. Their activities, which are based on international safety standards, lead to appropriate measures and improvements.

External Audits
External audits include transportation safety management assessments and on-site safety audit inspections conducted by the Japanese government (Ministry of Land, Infrastructure, Transport and Tourism) and audits performed by the International Air Transport Association (IATA). The government’s transportation safety management assessments consist of direct interviews with airline presidents, chief safety officers and other people with important responsibilities in the area of safety management. The government assesses relative involvement in the Safety Management System and how the system is functioning, providing recommendations as appropriate. The government’s safety audit inspections consist of specialized, systematic audits and unscheduled inspections by government auditors affiliated with a professional safety auditing organization. The IATA audits are conducted under the IATA Operational Safety Audit (IOSA) program, an international safety auditing initiative for flight operations. In 2004, ANA became the first Japanese airline registered by the program. Registration in the program is now a requirement for membership in the IATA. Five of the ANA Group’s airline companies have already registered as of May 2009.

Information on safety issues and activities related to ANA Group airlines (including safety-related occurrences) is compiled each year into the Safety Report in accordance with Article 111.6 of the Civil Aeronautics Acts of Japan. The report in Japanese is available to the public on our website.

http://www.ana.co.jp/ana-info/ana/lounge