



# Crew Resource Management

31 mrt. 2021

## SER

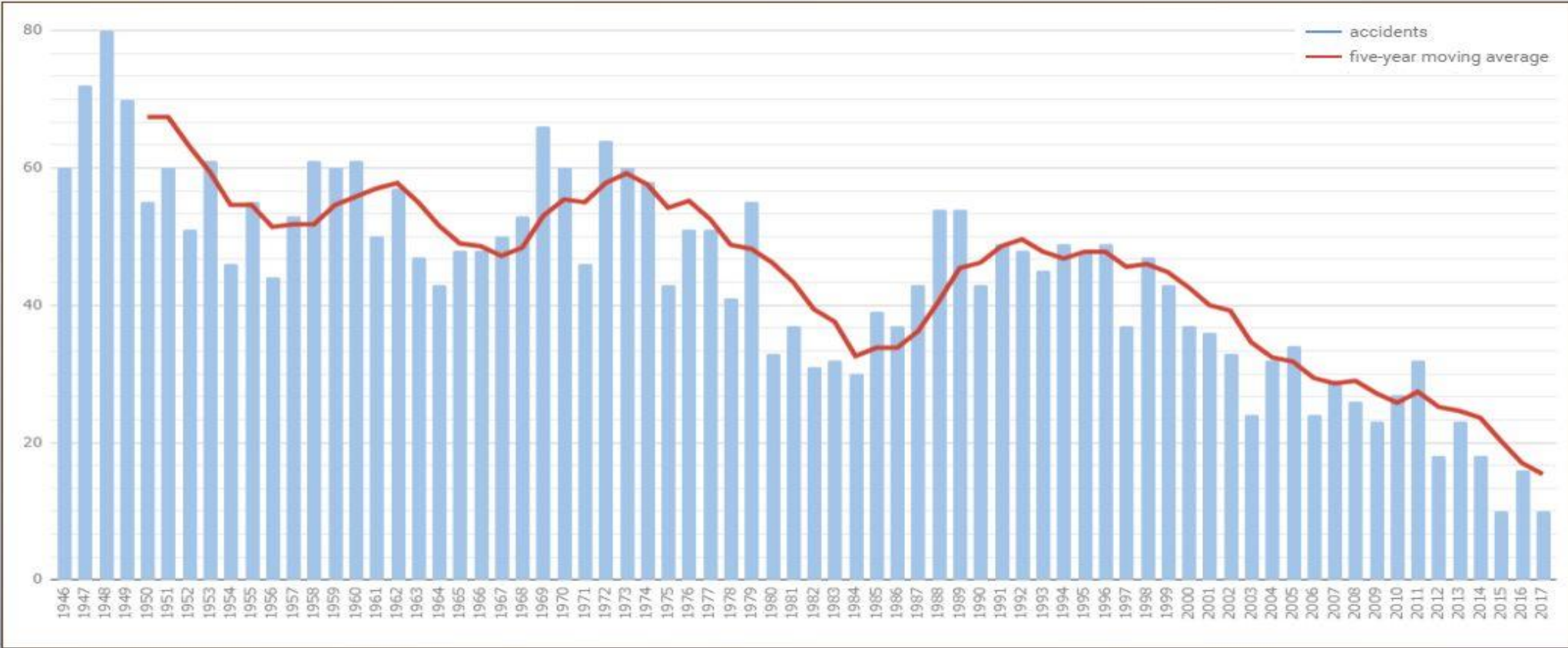
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Onderling vertrouwen - Wederzijdse transparantie  
Erkenning & waardering – Gezamenlijk



## Fatal Airliner Accidents Per Year 1946-2017

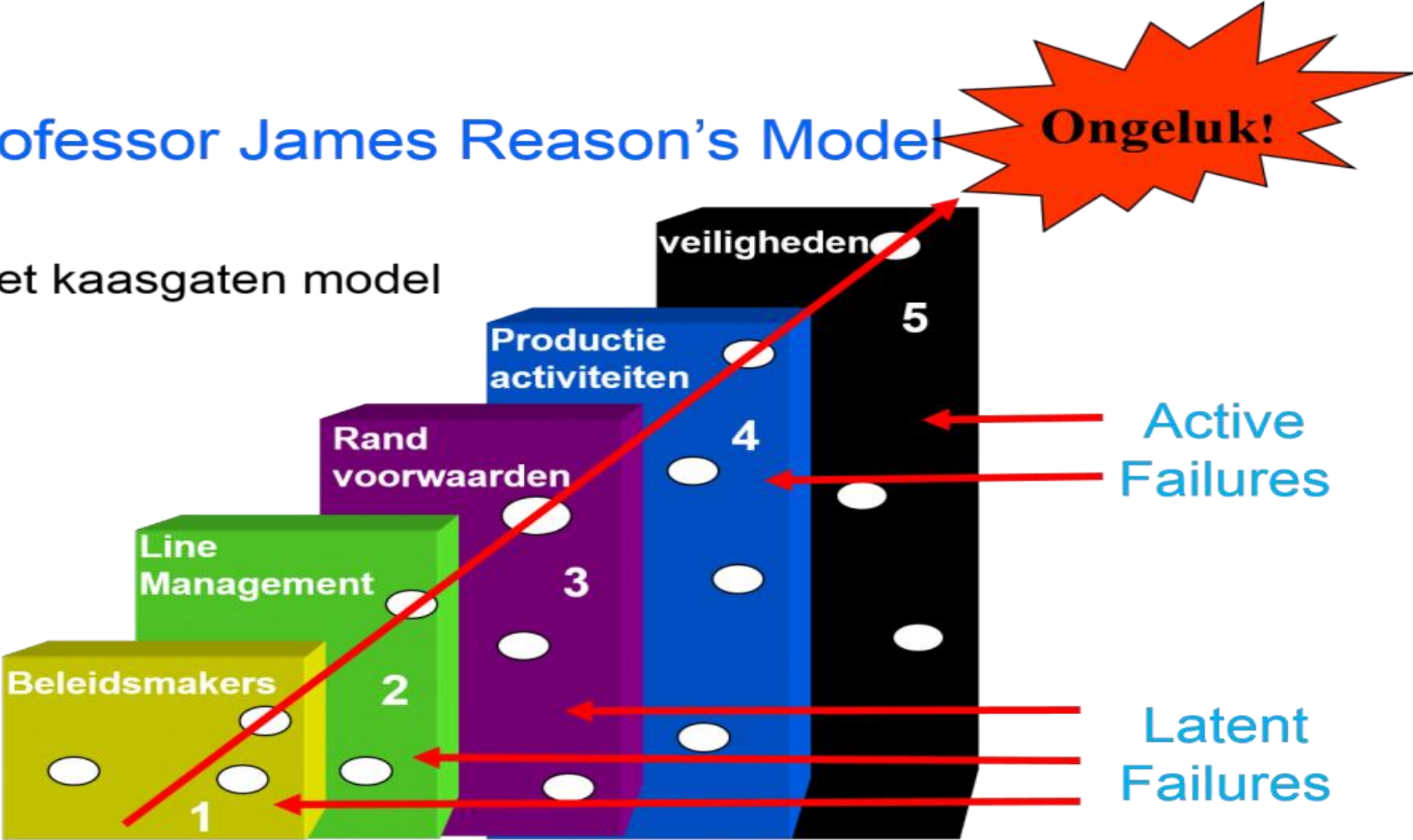


Statistics are based on all worldwide commercial (cargo and passenger) fatal accidents involving civil aircraft with a minimum capacity of 14 passengers, from the ASN Safety Database <https://aviation-safety.net>



# Professor James Reason's Model

Het kaasgaten model



**human  
error**



## **KLM Crew Resource Management.**

KLM CRM is the effective utilisation of ***all available resources*** (e.g. crew members, aircraft systems, supporting facilities and persons) to achieve ***safe and efficient*** operation.

The objective of CRM is to enhance the ***communication and management skills*** of the flight crew member concerned. Emphasis is placed on the non-technical knowledge, skills and attitudes of flight crew performance.

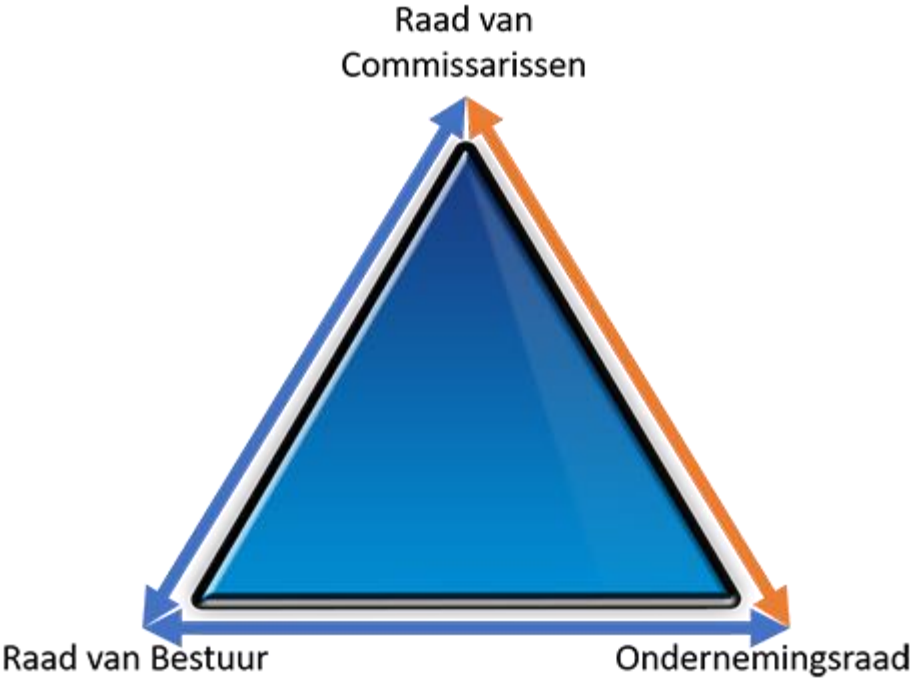
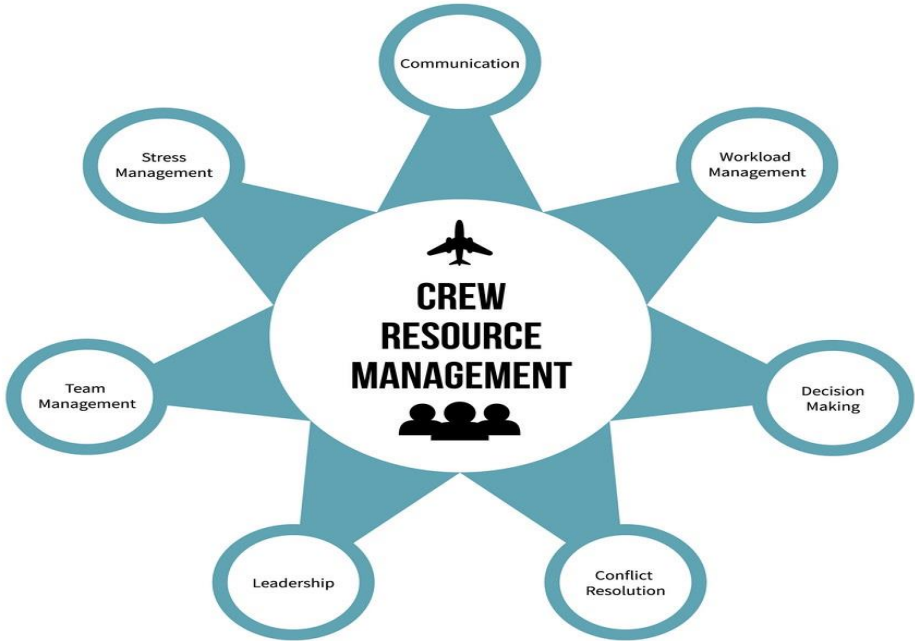
## ***System needed, Training needed.***

CRM training is constructed to address hazards and risks identified by the KLM's integrated safety management system (ISSM).

- Production-protection balance.
- Speak-up.
- Reporting culture.
- Just culture.
- Train to learn.
- Expect the unexpected.
- Startle and surprise.
- Safety culture.
- ...

# Crew Resource Management:

Ervaringen elders toepasbaar?



Stelsel? Rollen? Onderwerpen? Training?

KLM

# Crew Resource Management

## Vragen?

Onderling vertrouwen - Wederzijdse transparantie  
Erkenning & waardering – Gezamenlijk

*Let's*

Connect



# Break-out session:

- Welke ervaringen hebt u met “speak-up”?
- Speelde hiërarchie hier nog een rol voor u?