CRM STANDARDS FOR SINGLE PILOT OPERATORS

The following are CRM standards for Single Pilot Operators adapted from the current NOTECHS framework. There are four main headings with sub categories of each and some explanatory notes.

Cooperation

Team building.

Establishes an atmosphere for open communication between themselves, and (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews.

Encourages inputs and feedback from others associated with the operation of the aircraft and passengers.

Does not compete with others.

Consideration of others.

Takes notice of the suggestions of (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers, other crews, and the general public even if he or she doesn't agree.

Takes condition of (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers, other crews and general public into account.

Gives personal feedback to others when required.

Support of others.

Helps (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews in demanding situations.

Offers assistance.

Conflict solving.

Keeps calm in interpersonal conflicts.

Suggests conflict solutions.

Concentrates on what is right rather than who is wrong.

Leadership and Managerial skills

Use of authority and assertiveness

Takes initiative to ensure (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews involvement and task completion.

Takes command if situation requires and advocates own position.

Reflects on suggestions of others.

Motivates (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews by appreciation and coaching when necessary.

Providing and maintaining standards

Subscribes to SOPs make sure SOP compliance in (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers other crews and the general public - intervenes if task completion deviates from standards.

With (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews being consulted, deviates from standards if necessary.

Demonstrates will to achieve top performance.

Planning and coordination

Encourages (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews in planning and task completion.

Plan is clearly stated and confirmed to those who need to know.

With (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews being consulted, changes plan if necessary.

Clearly states goals and boundaries for task completion.

Workload management

Distributes tasks among (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews.

Secondary operational tasks are prioritised to retain sufficient resources for primary flight duties - Allots adequate time to complete tasks.

Notifies signs of stress and fatigue.

Situation Awareness

Monitors and reports changes in systems states to those who need to know.

Acknowledges entries and changes to system to those who need to know.

Environmental awareness

Collects information about environment (position, weather, and air traffic)

Shares key information about environment with (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews.

Contacts outside resources when needed.

Awareness of time and anticipation of future events.

Discusses time constraints with (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews.

Develops contingency strategies and Identifies possible future problems.

Decision Making

Problem definition / diagnosis

Gathers information to identify problem.

Reviews causal factors with (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews.

Option generation

Explores alternative options.

Asks (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews for options.

Risk assessment

Considers and shares estimated risk of alternative options.

Talks about possible risks for action in terms of (where appropriate) passengers, customers, engineers, operations staff, airport management, air traffic, ramp handlers, refuellers and other crews' limits.

Option selection and Outcome review

Confirms and states selected option / agreed plan.
Checks outcome against plan.