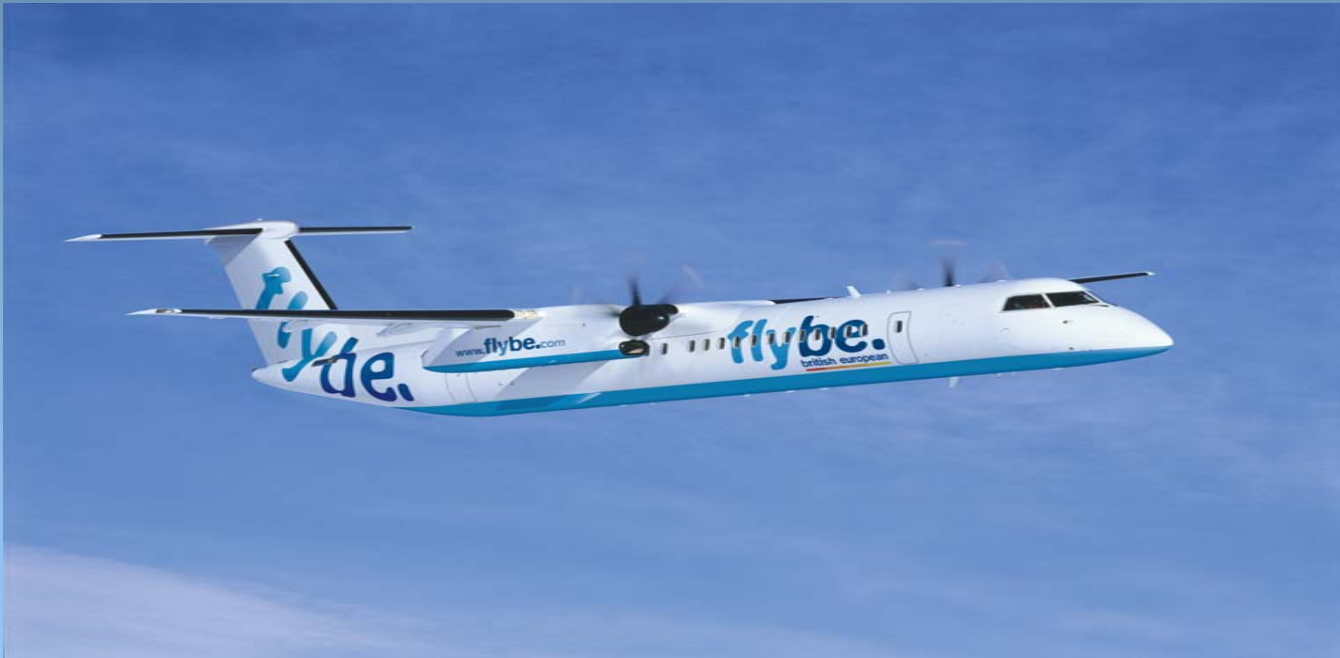


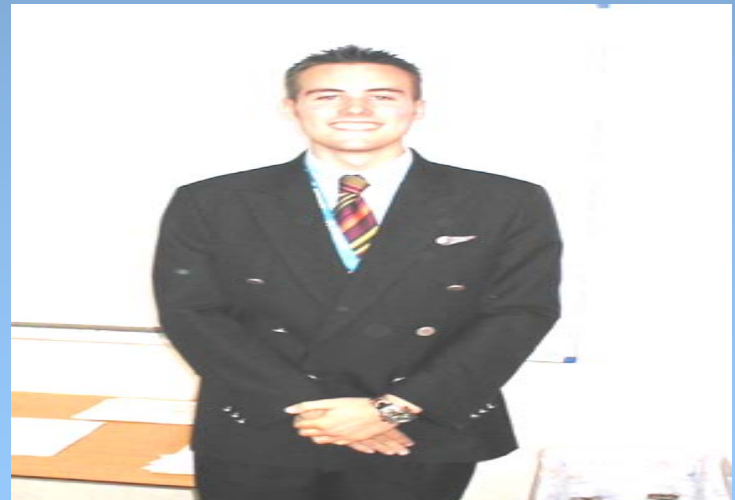
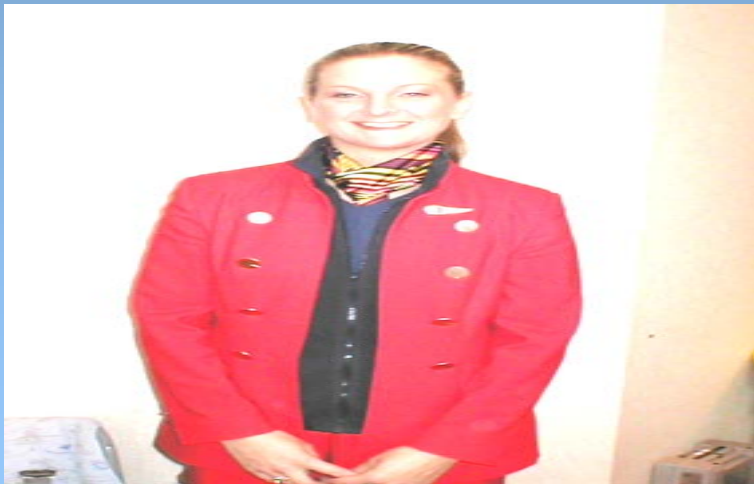
CRM FOR THE SMALLER AIRCRAFT



BOMBARDIER Q400 DASH 8



THE CREW





+ CREW =

**CRM USER FRIENDLY
ENVIRONMENT**



THE CREW



- 170 PILOTS
- 330 CABIN CREW
- 8 BASES
- NO “THEM & US” CULTURE
- USE SAME HOTEL
- GOOD SOCIAL LIFE

COMPANY CULTURE



- SAFETY FIRST
- JOINT CRM
- JOINT BRIEFING
- COMMUNICATE EFFECTIVELY
- OBTAIN FACTS
- NEVER ASSUME
- ALWAYS CHECK
- SHARE THEIR MENTAL MODELS

AIRCRAFT

