



Safety recommendation no. 565

Date of the publication	22.12.2020
Number of the final report	2370
Safety deficit	<p>The safety investigation demonstrated that the audits and inspections performed by the Federal Office of Civil Aviation were not capable of providing a realistic overview of the actual operations or actual processes conducted by the air operator and in the maintenance companies. Supervision was largely formal and ineffective, particularly as there was a lack of critical attitude within the authority and because the exchange of information between the technical inspectors was inadequate.</p>
Safety recommendation	<p>The Federal Office of Civil Aviation should improve its organisation of audits and inspections in such a way as to improve the exchange of information within the authority, as well as to enable both critical analysis of the organisation concerned and the identification of relevant problem areas more effectively.</p>
Addressees	BAZL Bundesamt für Zivilluftfahrt; BAZL Bundesamt für Zivilluftfahrt; BAZL Bundesamt für Zivilluftfahrt; BAZL Bundesamt für Zivilluftfahrt
Stage of the implementation	<p>Implemented. The FOCA has taken note of Safety Recommendation SE 565 and agrees with it in principle. The safety recommendation concerns the improvement of the FOCA's internal organisation and the exchange of information when conducting audits and inspections in certification and oversight activities.</p> <p>In order to implement the recommendation, the FOCA launched a project involving several divisions in December 2020 (oversight and tools cluster). The project comprises the following sub-areas:</p> <ol style="list-style-type: none">1. Uniform standards for certification and oversight activities in the three safety divisions (Flight Operations, Infrastructure, Aircraft).2. Harmonisation of methods for carrying out audits and inspections.3. Centralised and uniform recording of results in the specialist application in a workflow-controlled, digital environment.4. Office-wide dissemination of relevant information via the specialist application.5. Systematic inclusion of the findings from the reporting process in oversight activities. <p>Sub-area 5 has already been implemented. An SRM-generated consolidated reporting method is applied in the specialist divisions. Steps have been taken to procure further necessary modules for the specialist application and the first extensions can be used operationally in 2021. Until the digital environment is fully available, the established information system ('traffic light reporting') will be used. This contains consolidated information from a number of federal offices on the status of Swiss flight operations, and is updated on a quarterly basis. Initial steps to implement sub-areas 1 and 2 are expected in 2022. The focus is on overseeing the management systems of the certified organisations. The FOCA plans</p>

in due course to issue a follow-up statement on the status of implementation of Safety Recommendation No 565.

In a letter dated 29 February 2024, the FOCA states that the measures set out in previous statements were implemented by the end of 2023. In particular, it states that the new safety oversight processes were introduced as of November 2023. Oversight of the management systems of air carriers with multiple certificates (AOC, CAMO, ATO, etc.) is now coordinated, and formal communication has been established between the Safety Division – Aircraft and Safety Division – Operations. The inspectorate has received further training, and the COS process for areas or operations with an increased risk level is established and regularly applied. COS is having the desired effect on the operation of historic combat aircraft and safety-critical operations can now be reduced or avoided. Closer oversight to ensure the maturity of the SMS / safety culture – 152 inspections with a total of 12 findings were carried out between 2022 and 2024 – has not revealed any systemic weaknesses. The EMPIC IT application provides the necessary functionalities to continuously control and document safety oversight activities. The possibilities for evaluations in cross-departmental Safety/Risk Management SRM are now much more extensive and there is greater frequency in reporting.

**Investigation report concerning
the safety recommendation**

Final report
Schlussbericht
Rapport final
Rapporto finale
