



BPI SYSTEM – COMMERCIAL AVIATION

Given the evolution of the aviation safety regulatory framework in the European Union (EU), the United States and other aviation markets, in particular with regard to mandating safety management systems (SMSs), it is important to reflect on the principles of quality and safety, to understand what each has to offer to an aviation operator's bottom line, and to reflect on the future of aviation management systems.

Before beginning, it is best to clarify the terms under consideration. "Quality," as defined by the International Organization for Standardization (ISO) standard 9000:2005,¹ is "the degree to which a set of inherent characteristics fulfills requirements." "Safety," as defined in the International Civil Aviation Organization (ICAO) *Safety Management Manual*,² is "the state in which the possibility of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management."

The first thing that emerges from the definitions is that quality and safety are not the same. Quality refers to meeting requirements, and safety refers to keeping people and property from harm. The two principles are nevertheless related. Customers and regulators require certain safety requirements to be met by an air operator; therefore, a quality product is also necessarily safe.



ISO standard 9001:2008 requires the implementation of a quality management system (QMS) oriented to meeting customer requirements, thus improving customer satisfaction. The scope of a QMS as required by ISO goes well beyond the compliance of an air operator with regulatory safety requirements. Many areas related to the customer experience that have little if anything to do with safety fall under the competence of a QMS as required by ISO. Commercial aviation companies must balance growing demand with higher than ever customer expectations, all while keeping safe a workforce spread across dozens or even hundreds of sites. Automated safety systems empower organizations to streamline time-consuming processes and leverage global data for safer, more efficient operations.

BPI System Main Benefits:



Prevent injuries and accidents

- Reduce incidence rate
- Ensure workforce training compliance
- Proactively identify safety hazards and risks
- Protect brand reputation
- Reduce the backlog of corrective actions
- Minimize supplier quality risks
- Standardize safety processes
- Automate document revisions
- Streamline change management
- Improve efficiency and productivity