

## Presenter Information

### Presenter:

Paul S. Ratté

### Job title and organization:

Director of Aviation Safety Programs, United States Aircraft Insurance Group (USAIG)

### Contact information:

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### Short bio:

Paul Ratté flew helicopters in the Atlantic, Alaskan, Gulf Coast and Great Lakes regions during a 26-year US Coast Guard career. He served as an aviation training center standardization pilot, operations director of the service's largest air station, and commanded two Air Stations, leading maritime response and unique National Capital Region air-intercept operations. He holds engineering and MBA degrees, and two Distinguished Flying Crosses for dramatic rescues. He currently directs insurer USAIG's Aviation Safety Programs.

### Photo:



### Education, experience, and qualifications:

BS Electrical Engineering (USCG Academy), MBA (Spring Hill College, Mobile, AL); 25-year USCG Aviator including 5 years served in command of two USCG Air Stations; Air Charter Safety Foundation and IS-BAO (fixed and rotary-wing) auditor-qualified. Member and current lead for Risk Assessment Team of NBAA Safety Committee. FAA Commercial Rotorcraft, Instrument and Fixed Wing Single Engine Land Certifications.

### Presenting experience:

Nine years Instructor Pilot experience; four as a service-wide Training Center Standardization Evaluator and instructor utilizing classroom, flight instruction and simulator-based teaching. Since joining USAIG as Safety Programs Director, presented *Aviation Change Management* at NBAA NE Regional Safety Forum (5/11); *The Power of Professionalism in Aviation Safety* at Atlanta regional Safety Day (10/11), South Carolina Business Aviation Assoc Fly-In (3/12), Mayo Clinic Safety Day (4/12), Dow Chemical Corporate Shuttles Safety Day (11/13), Sanford AirMed Safety Day (4/14); *Runway Excursions: Make It STOP!* seminars at NBAA Regional Safety forums in Westchester NY (4/12) and Oxford CT (5/12), Pittsburgh Area Aviation Safety Day (8/12), Pennsylvania Aviation & Aerospace Conference (9/12), Northern California Business Aviation Assoc. (2/13), Minnesota Business Aviation Assoc. (3/13), Chicago Area Business Aviation Assoc. (4/13), Georgia Business Aviation Assoc. (8/13), North Texas Business Aviation Assoc. (10/13), Pacific Northwest Business Aviation Assoc (4/14), MartinAir Safety Day Richmond, VA (5/16); *Time for an Emergency Response Plan Tune-Up?* at Greater Washington, DC Business Aviation Assoc (5/13); *Responders are Different: Improving Risk Management in Helicopter Response Organizations* at HAI Anaheim, CA Heli-Expo (2/14); *Laying a Foundation for Improved Pilot Monitoring* at Air Charter Safety Foundation Symposium (3/14), Chicago Area Business Aviation Assoc (4/14), Ohio Region Business Aviation Assoc.(11/14), Kimberly Clark Corp. Safety Day (3/15), MartinAir Safety Day Richmond, VA (5/15), Kroger Foods Aviation Safety Day Cincinnati, OH (9/15) . *No Simple Mistakes in Aviation* at Nike Corporation Aviation Safety Day (11/15), Dow Chemical Corporate Shuttles Safety Day (12/15), Georgia Business Aviation Assoc. IA Conference (3/16), Michigan Assoc. of Aeromedical Providers Annual Safety Day (3/16), Carolinas Reg. Aviation Safety Day (4/16), Airport Terminal Services Annual Manger's Meeting (6/16), Michigan Business Aviation Assoc Safety Day (10/16)

## **Presentation Abstract: There Are No Simple Mistakes in Aviation**

### *Session Information*

#### Session title:

#### **There Are No Simple Mistakes in Aviation**

#### Session Short Description:

In this age of highly reliable aircraft and infrastructure, about eighty percent of aviation accidents are human-caused. Most of the people involved in those events saw themselves as attentive and professional, and certainly didn't set out to have an accident. How is it that we can be drawn into the role of weakest link? This session will examine human factors-based errors through three different lenses: the individual, the team, and the system.

#### Additional Information:

The odds don't add up that all human error in aviation is the result of intentional non-compliance with procedures and policies. There are forces at play that can steer essentially professional people toward unprofessional actions and decisions. We'll discuss the attributes of professionals and briefly overview the "Dirty Dozen" causes of aviation workplace errors before focusing in on four key factors that, together or individually, lurk in just about every human factors mishap. The intent is to heighten awareness and self-detection capabilities for these factors.

High reliability industries—like aviation—often employ a two (or more) person approach to help control error risk in vital functions. Whether it's two pilots in the cockpit or a maintenance technician and quality assurance checker, great faith is placed in multiple heads being much better than one. The interplay between members of an organization is a manifestation of the culture, and presents both challenges and opportunities. We'll discuss the reasoning behind building monitoring and crosschecks into certain tasks, some issues that can impede its effectiveness, and develop some "low teamwork caution lights" that can provide early warning when the error traps expected from team-based processes could be springing leaks.

Finally, how does the organizational system in place influence the risk of human error? Just about everyone has adopted a Safety Management System, but in practical terms, what's that mean for individuals working inside it? SMS can get a bad rap as a laborious administrative process or an audit criteria, but it can (and should) be a steering and reinforcing mechanism toward a safer and more transparent culture. We'll put the earlier discussions of individual professionalism and team interplay into the system context, and discuss responsibilities and expectations; bottom-up and top-down.

Short case studies are used to illustrate key concepts. The audience will be engaged to add insights to help personalize the session for the group. Attendees will leave more confident in their ability to perceive and interrupt a sequence of events steering self or peers toward an unprofessional result—before it manifests into a mishap. Moreover, they will gain expanded perspectives on professionalism, error reduction, and their role in organizational safety and loss control; and be motivated to aspire to those ideals day to day.

The session runs 60 minutes. Slides are used to illustrate the presentation and provide an enjoyable learning experience. The ability to project slides from a laptop is needed.