

Virgin Blue Airlines



Non Technical Skills Program

Our History

Launched: 03 August 2000 with 2 x B737-400, 7 sectors per day (BN-SY), based in Brisbane

Pacific Blue: September 2003, based in Christchurch and Polynesian Blue October 2005

Now: 54 x B737 NGs, 330 sectors per day, bases in Brisbane, Sydney and Melbourne

Late 2007: 20 x Embraer 170/190 regional jets

2008: 7 x B777-300ER for V Australia

Our View

Flight, Cabin and Ground Crew

Technical Skills



Non Technical Skills



HF/CRM

In The Beginning...



Now...



Why bother with NTS ?

Understand personal limitations at work

Improve awareness, knowledge and skills

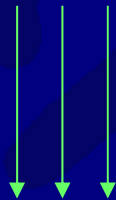
Change attitudes

Modify behaviours

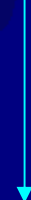
Improve cross-functional collaboration/improve resilience

Improve safety

Non-Technical
Skills Failure



Technical
Skills Failure



Accident



Timeline →

NTS Core Elements

Fatigue and Fatigue Management

Stress and Stress Management

Leadership and Managerial Skills

Situational Awareness

Automation

Information Processing

Workload Management

Decision Making

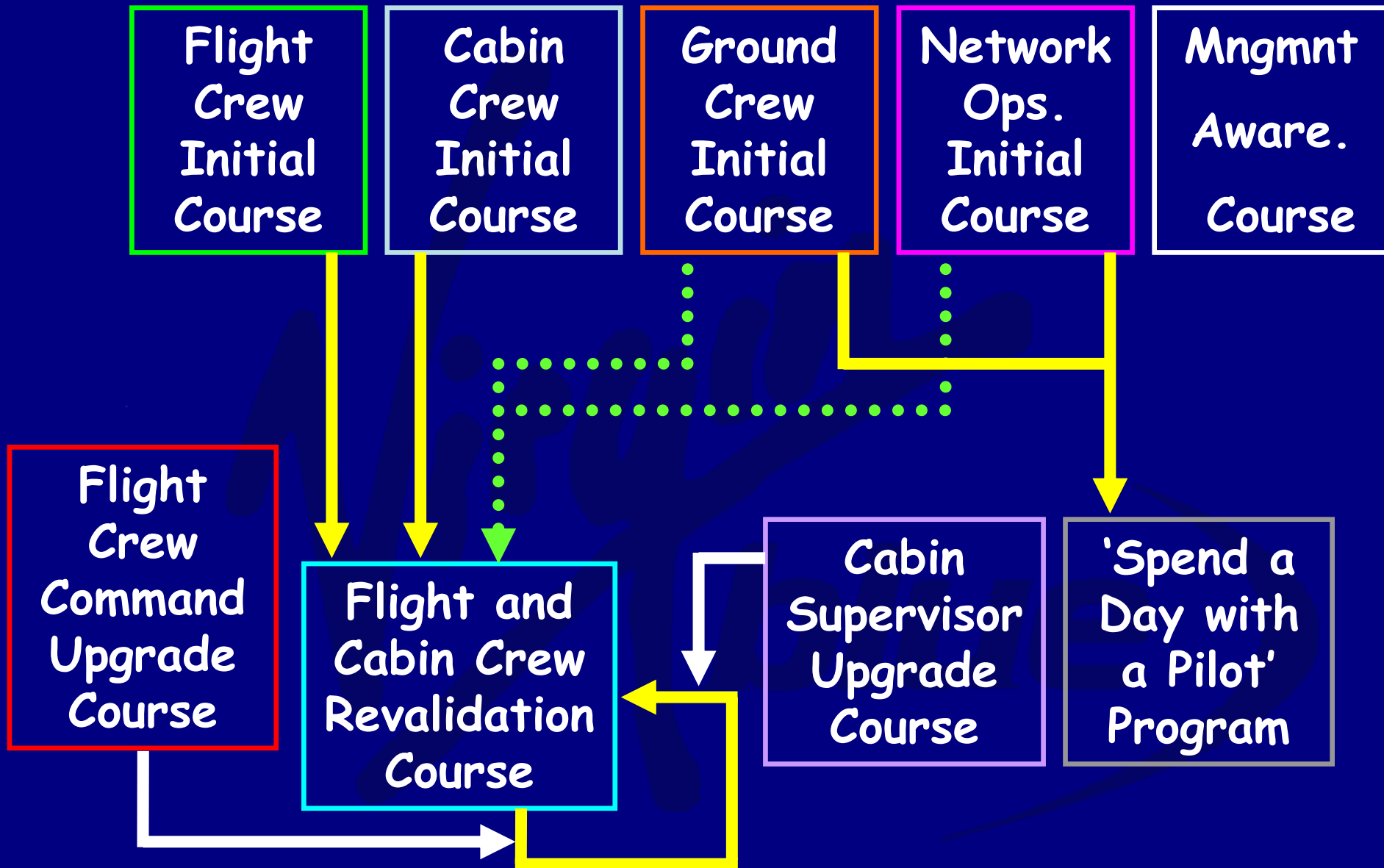
Communication

Cultural Factors

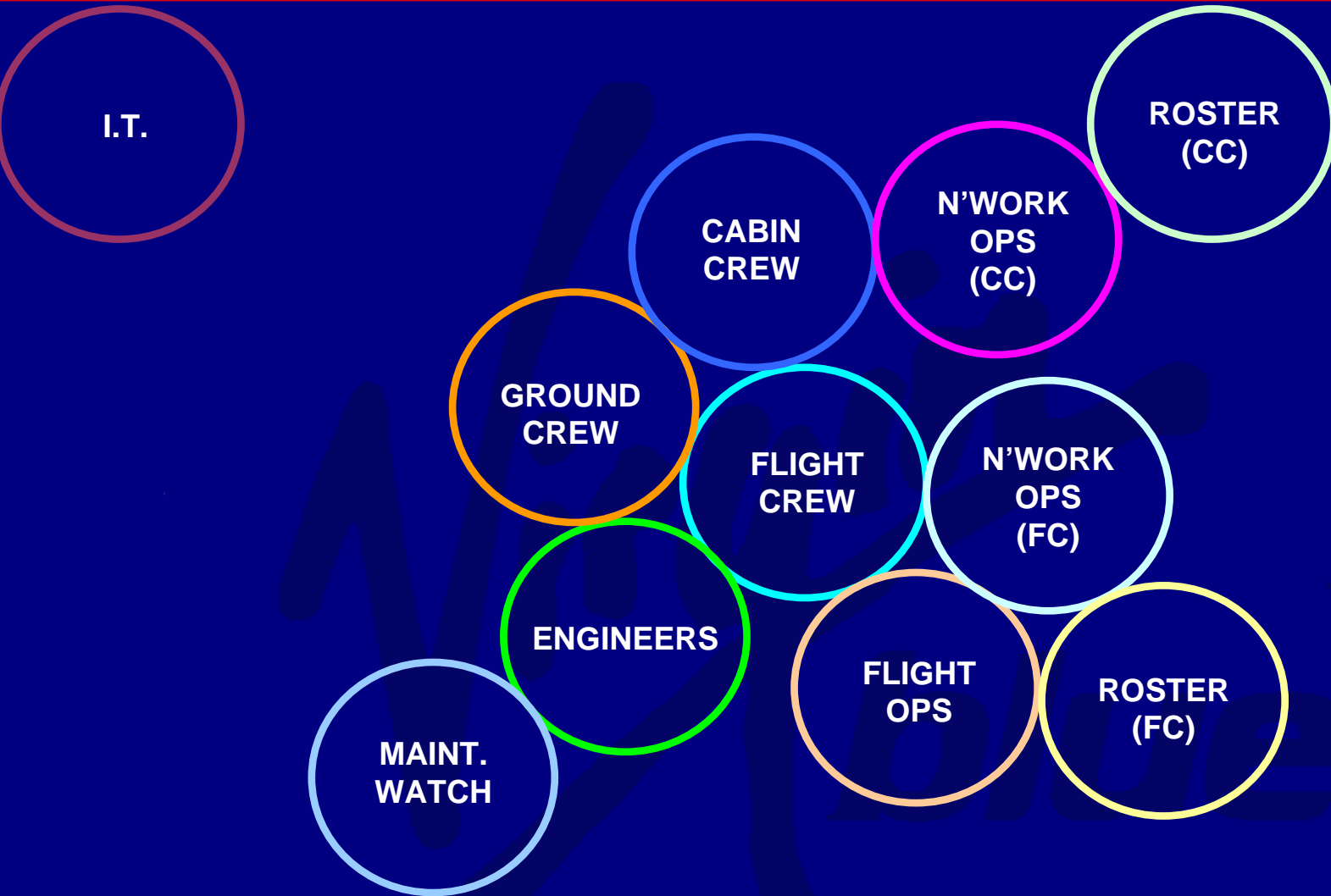
Threat and Error Management

ORGANISATIONAL ACCIDENTS

Current NTS Program



Virgins Blue's Soap Bubbles



Company NTS Benefits

Increase the airline's safety

Provides a common language and conceptual framework for flight, cabin and ground crew

Improve communication and understanding

Improve co-operation between company departments

Improve staff satisfaction (increasing performance items such as OTP and guest satisfaction)

Improved corporate image within the business community