

# Redesigning SOP

Lessons Learned



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# Redesigning Standard Operating Procedures (SOP)



**Inititation**



**Development**



**Implementation**

# Sample Event



**ATTENTION CREW  
AT STATIONS,  
ATTENTION CREW  
AT STATIONS,  
PASSENGERS REMAIN SEATED**

# Safety Investigation

## FDM AND INTERVIEW

FDM DATA ANALYZED



CREW INTERVIEW



PRODUCE SAFETY RECOMMENDATIONS



# Safety Investigation

## Recommendations

- Conduct a comprehensive review of the current procedures and training programs to determine their effectiveness, while considering the impact of human factors.
- Review emergency calls from the flight deck (including roles and responsibilities) and evaluate whether adjustments are needed.

# Human Factors Assessment

## Recommendations

- Ensure there is consistency in cabin crew's procedures after hearing a flight deck announcement

# Step by Step SOP Analysis

- **Phase A:** Safety investigation, human factors assessment, root cause analysis
- **Phase B:** Establish working group, draft proposal for change
- **Phase C:** Validate with industry best practices, contact manufacturer, verify regulatory compliance
- **Phase D:** Submit proposal to Standards Review Board for approval
- **Phase E:** Request GCAA acceptance or approval
- **Phase F:** Publish to crew

# Main Takeaways



It is challenging to align the mindset of pilots and cabin crew.



Callouts must be clear



Training, training, training!

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**Thank  
you**