

Shared Responsibility to Reinforce Professional Standards in Pilots

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Ensuring Excellence

- Hire the right people
- Honest, open, and consistent communication
 - Be a Captain
 - Use your expanded team
 - Ensure safety is your #1 priority
 - You make the call – we will support you
 - You are accountable
- Take action if someone steps out-of-bounds

The Role of Delta's Chief Pilots, Flight Instructors & Line Check Pilots

- Lead and motivate by example:
 - Extension of Flight Ops leadership
 - Setting the example is a full time job
 - Chief Pilots and Instructors regularly rotate to the line for a full month
 - Line Check Pilots fly full time

Quality Assurance

- Line Checks
 1. Random
 2. Scheduled no notice
 3. Blitz (1000)
- AQP
 1. Adaptable training
 2. Maneuvers Validation
 3. Line Operational Evaluation
- Line Ops Reviews (LOR)
 1. 400+ after each phase of merger

Quality Assurance Continued...

- Data Sources
 1. COR/FSR
 2. ASR
 3. ASAP (10,000 annually)
 4. FOQA (542 aircraft)
 5. LOSA
- SMS
 1. Flight Ops Safety Round Table
 2. Integrated Safety Round Table (cross-divisional)

Maintaining the Standard

- Events and concerns never left unresolved
- Thorough investigation
 - Removed from line flying (with pay)
- Internal Processes
 - Event Review Committee (ERC)
 - Company, FAA, and ALPA
 - Flight Operations Review Board (FORB)
 - Director of Standards, Chief Pilot, Fleet Captain, Chief Line Check Pilot, and ALPA
- Multiple corrective action possibilities
- Flight Operations leadership engagement