

The National FAA Safety Team Presents

Norms

Airworthiness Topic of the Quarter-4th Quarter

Presented to: <Audience>
By: <Presenter>
Date: < >

Produced by AFS-850
The FAA Safety Team (FAASTeam)



Federal Aviation
Administration





Overview

- **Define Norms**
- **How are Norms developed**
- **Effects of Norms**
- **How to Make Things Better**





Norms

- **Are standard practices, rules of behavior, usually unwritten**
- **Are usually developed to solve problems that have ambiguous solutions**
- **Are short cuts or unapproved practices**





Norms

- **Are encouraged or tolerated by the group**
- **Have the potential to cause damaging errors**
- **When people know what is expected of them they tend to comply**



Norms

Standard practices, usually undocumented, adopted by an organization or group

Existing norms don't make it right
Follow good safety procedures



"Never mind the maintenance manual.
I'll do it my way, the quicker way!"



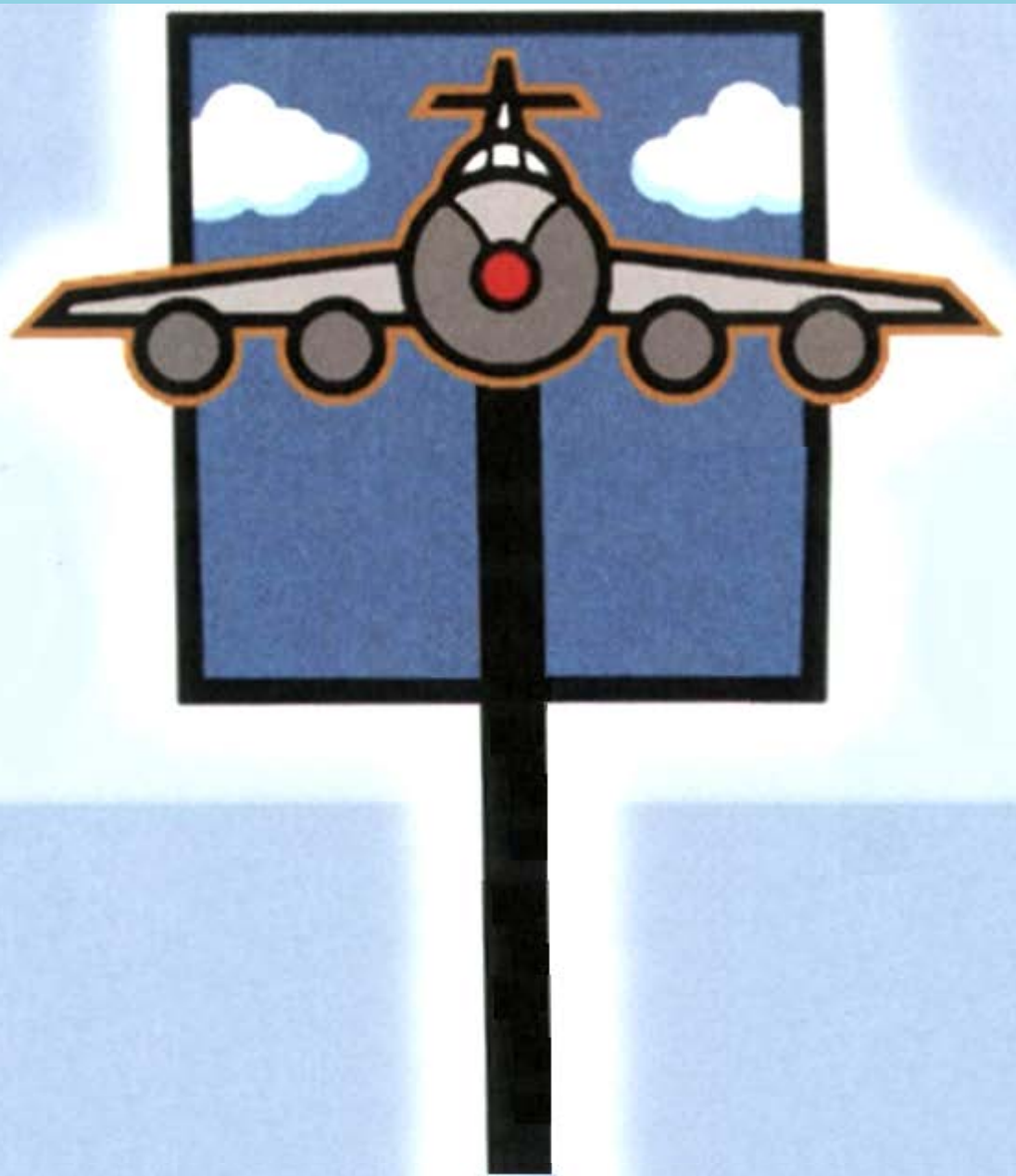
Federal Aviation
Administration



Types of Norms

Positive

Negative



Positive Norms

Are effective and appear to have an overall positive impact on the organization



Examples of Positive Norms

- **Always work as per the instructions or have the instructions changed.**
- **Be aware that Norms do not make it right**
- **Be Productive**
- **Confess when you make a mistake**
- **Don't pick your nose in public and when your body makes noise say "excuse me"**



Negative Norms

Are ineffective and can have a negative impact on the organization



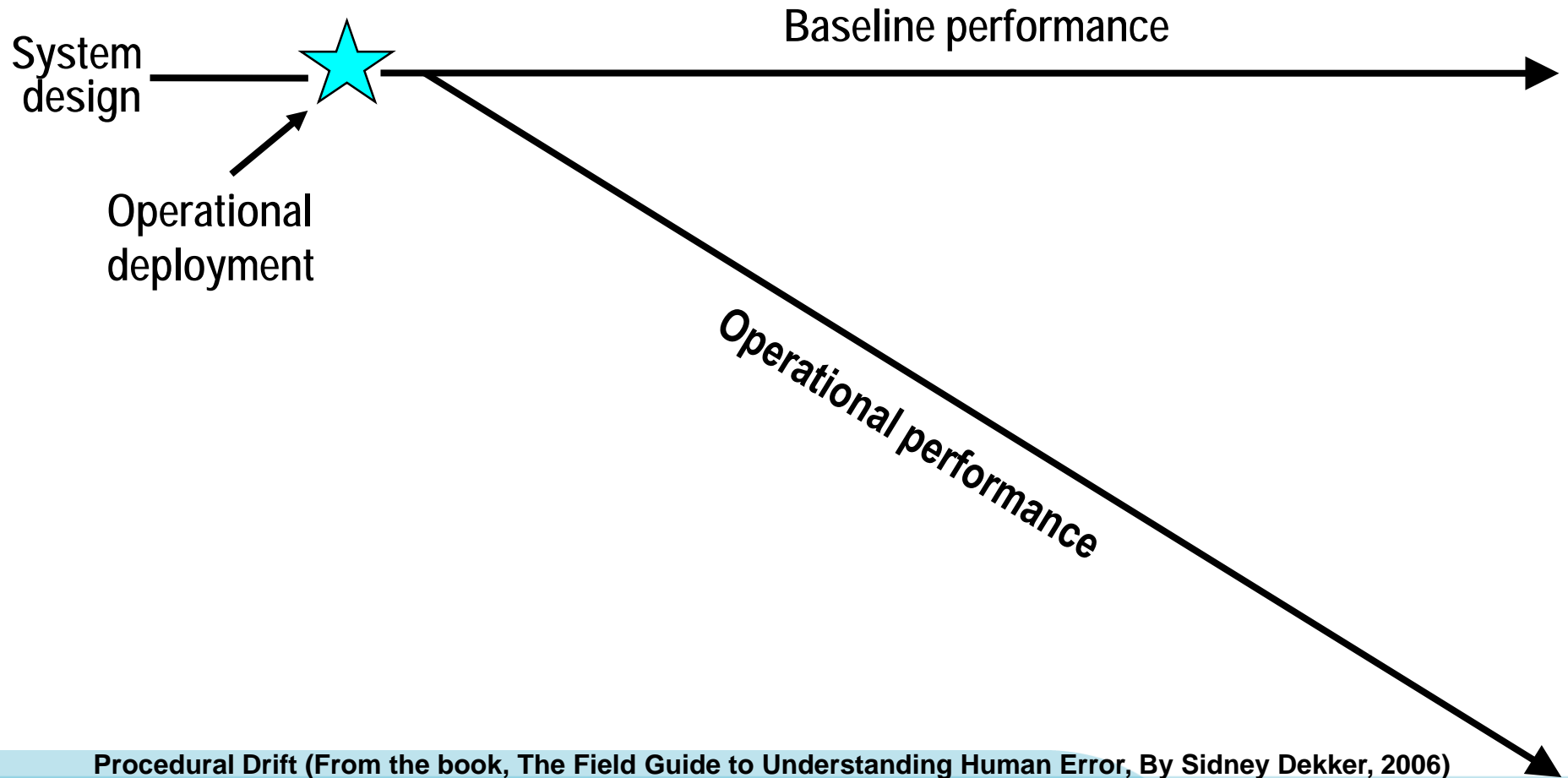


Examples of Negative Norms

- **Verbal turnover**
- **Working without using a maintenance manual**
- **Signing for work not done in order to get the aircraft out on time**
- **“That’s how we do things around here!”**
- **“I don’t care about the FAA and their stupid rules. I have customers to please”!**



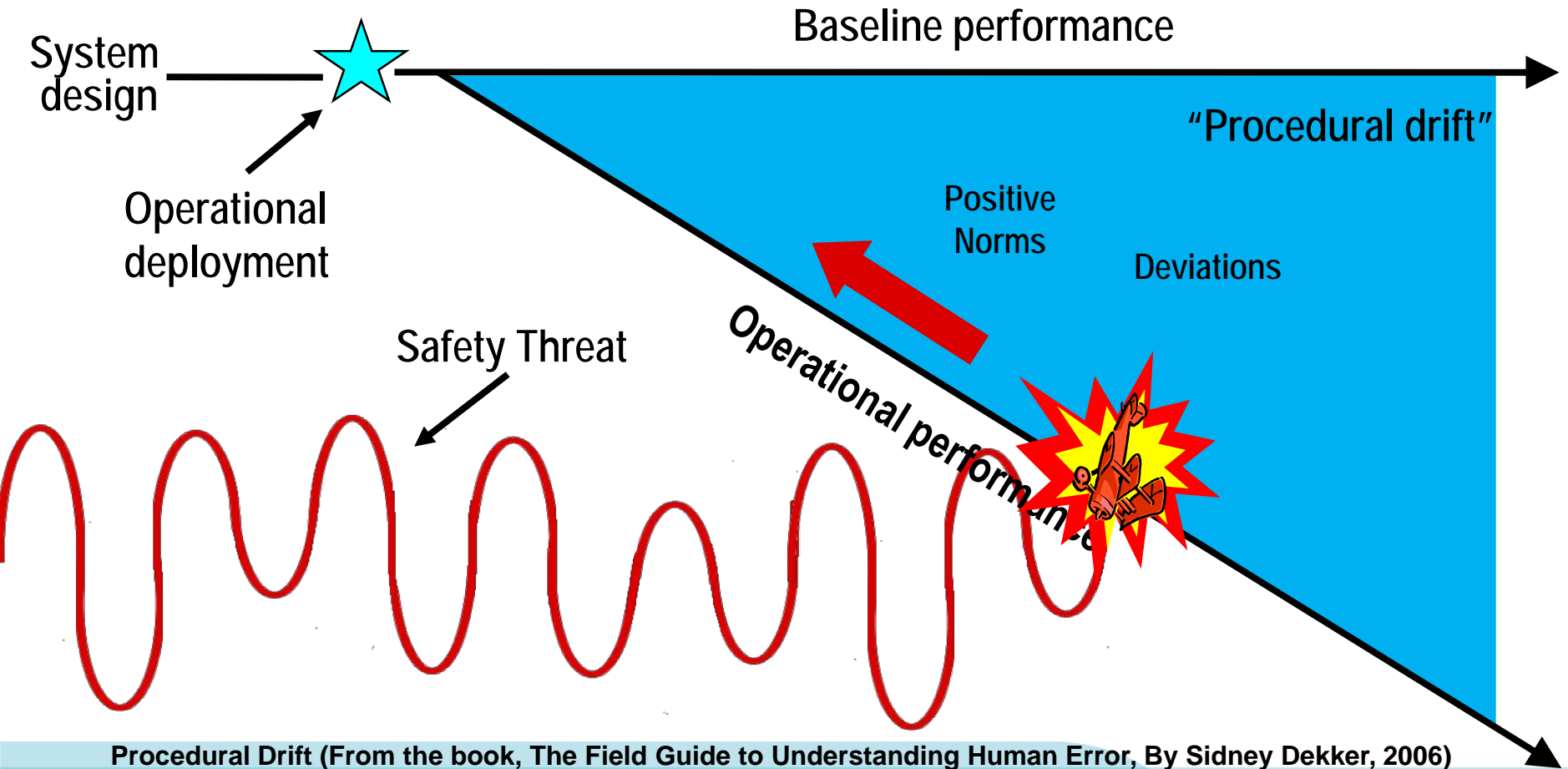
Norms - Normalized Deviance



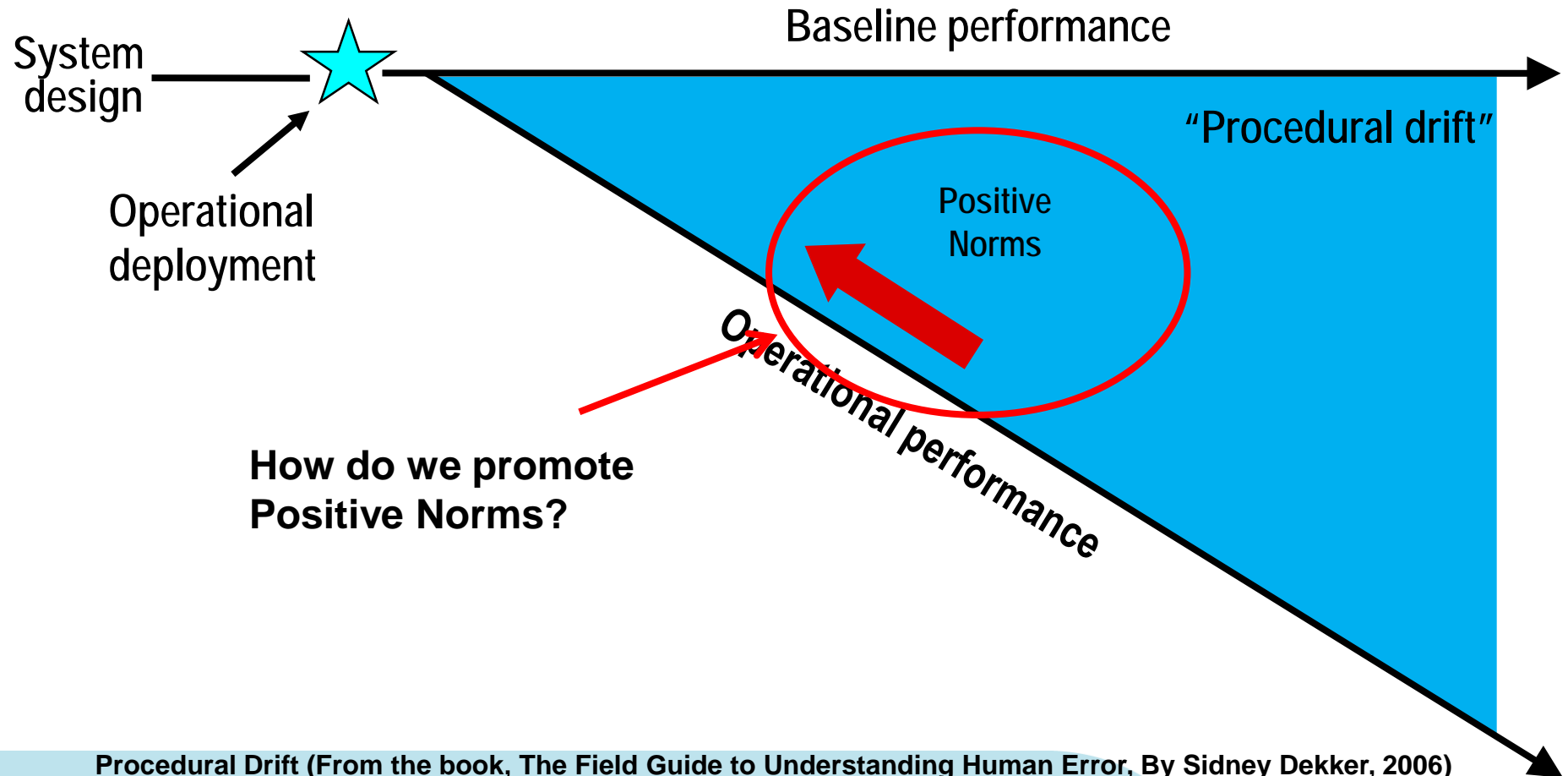
Procedural Drift (From the book, The Field Guide to Understanding Human Error, By Sidney Dekker, 2006)



Norms - Normalized Deviance



Norms - Normalized Deviance



Procedural Drift (From the book, The Field Guide to Understanding Human Error, By Sidney Dekker, 2006)





Promote Good Norms

- **Identify Your Norms**
- **Assess Your Norms**
- **Identify Positive and Negative Norms**
- **If There is a Problem - Admit it**
- **Make the Commitment**
- **Walk the Talk**





Promote Good Norms

- **Train and Empower**
- **Effective Safety Team Meetings**
- **Discuss Norms**
- **Use your influence to change negative norms**
- **If you're sure, maintain your standard!**





Conclusion

- **Questions or comments?**
- **FAASafety.gov**
- **AMT Awards Program**
- **GA Awards Program**
- **We want your feedback**



Questions?

“The Field Guide to Understanding Human Error,” -Sidney Dekker, 2006



Thank you for attending

You are vital members of our GA safety community



Federal Aviation
Administration

The National FAA Safety Team Presents

Norms

Airworthiness Topic of the Quarter-4th Quarter

Presented to: <Audience>
By: <Presenter>
Date: < >

Produced by AFS-850
The FAA Safety Team (FAASTeam)



Federal Aviation
Administration

