

# Normalization of Deviation Risk Management and Concord Tower Q and A

This seminar will have three topics. The first one will be normalization of deviation by George Michelogiannakis, FAASTeam volunteer. The second will be risk management principles and how they are incorporated in airman testing by Richard Batchelder, DPE. The last is by Concord tower personnel and will be short presentation and Q&A.

More info on normalization of deviation:

## Event Details

**Thu, Sep 21, 2023 at 19:00 PDT**

**Holy Cross Lutheran Church**

1092 Alberta Way Concord  
Meeting hall at the Holy Cross  
church

Concord, CA



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Murphy's law is wrong. What can go wrong usually doesn't and the outcome is favorable. The problem is that this causes us to conclude that our actions must have been correct, since the outcome was good. This rationalization is the beginning of the process where a new normal is established that accepts shortcuts to safety and standard operating practices. Human factors and external pressures combine to, in time, create a new norm. Normalization of deviation is a large factor in mishaps so expect an eye-opening discussion where you can reflect on your own habits and practices.

Meeting hall at the Holy Cross Church corner of Alberta Way and Ygnacio Valley Rd., Concord, Ca.

<https://goo.gl/maps/Q2i8SLHz7gcu9JEs8>

### **A message from the National FAASafety Team Manager**

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