



Case Study

British Airways Managing Safety

Customer Overview



British Airways is the UK's flag carrier and one of the largest airlines in the world. The company operates globally, with over 50,000 staff and 250 aircraft.

Business Requirements

Safety is paramount to the operations of BA, and as such a structured approach to risk analysis is critical to the working of the airline. Proper evaluation of risk is essential not only to minimise operational risk, but also to be able to demonstrate that this has been done.

Applications

British Airways have been making extensive use of Arium's RAT tool in air safety discussions and operational decisions. Applications include:

- Safety cases - the internal safety team from the airline are responsible for BASIS, the BA-developed airline safety analysis tool. Data from incident reports and black box recordings are entered into BASIS, which processes the data into a form suitable for entering into RAT models. The outputs can then be used for management reporting purposes.
- Making internal business cases - management turn to the safety team to build models to support their business case for changes to equipment and procedures.
- Infrastructure - the tool has been used to model infrastructure dependencies and to look at the effectiveness of services such as fire protection.
- Making external business cases - to organizations such as the CAA and pilots' representatives to gain acceptance of changes.

The Business Benefits

British Airways are now working with Arium to market RAT and the modelling technique to other airlines around the world.

The company is training a new generation of safety experts on the use of the tool and it will continue to be used to ensure safety throughout the airline.