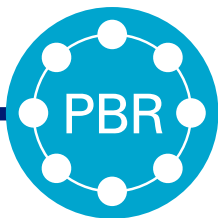


Performance Based Regulation

# Getting the most out of the Accountable Manager Meeting





One of the key milestones of our Risk Based Oversight\* process is the Accountable Manager Meeting (AMM) to discuss safety performance and significant safety risks.

We want to ensure that Accountable Managers at regulated entities have a consistent experience with the CAA, whichever colleague they are meeting with.

## What is the aim of the meeting?

The aim of the AMM is to ensure that the CAA and the Accountable Manager have the same broad perspective on the main risks to safety performance across the entity.

## What should be covered?

The AMM should cover all of the areas of operation discussed at the relevant CAA Internal Review Meeting (IRM) for that entity – for example, Aerodromes, Air Navigation Service Providers, Airworthiness, Remotely Piloted Aircraft Systems, Cyber, Flight Operations, as applicable.

Accountable Managers should be invited to give a short overview of the entity and the context in which they are operating at the start of the meeting.

Afterwards, the conversation should focus on the management of the Entities' operational safety risks. The CAA should provide its analysis on how it perceives the entities' performance in controlling the safety risk.

A set of core questions has been developed to help guide the conversation.

\* Risk Based Oversight is the new Performance Based Oversight to ensure alignment with international convention

## The core questions

To aid as much consistency as possible, we have developed a set of core questions which act as a meeting guide, both for CAA colleagues and Accountable Managers.

The core questions are intended to guide the conversations, not be a script or checklist. The key thing is to have a constructive, two-way, dialogue about the business context, management of safety risks and the desired outcomes. It is important to ensure there is a record of these discussions and agreements.

The questions are as follows.

- What are the main safety risks (current and future)?**
- How were these safety risks identified and recorded? How does the Accountable Manager gain assurance that these are the main safety risks?**
- What outcomes does the Accountable Manager want to see as a result of managing these safety risks?**
- What actions are being taking to better control or remove the safety risks - and are relevant stakeholders involved?**
- Are the outcomes achievable and measurable? How are they monitored? How are improvement actions checked for effectiveness (Plan, Do, Check, Review)?**
- What do you do as the Accountable Manager if your safety actions are not giving the desired outcome?**
- How is knowledge and lessons learned across the entity?**

The core questions will be shared with Accountable Managers prior to the meeting so they are aware of what to expect.

The meeting should also cover:

- **Progress against previously agreed safety actions.**
- **Planned future oversight activity.**
- **Sector safety risks and total safety risk trends and issues, where possible.**
- **Any other issues raised.**

## After the meeting

The CAA will produce a record of the meeting, including details of significant discussions, all agreed safety actions and who is responsible for completing them, and the expected outcomes and timeframes for them.

## Questions

If you have any questions about the AMM, please contact the CAA Safety Performance team direct at [SPR@caa.co.uk](mailto:SPR@caa.co.uk).

**“The key thing is to have a constructive, two-way, dialogue about the business context, management of safety risks and the desired outcomes.”**