

# Importance of Organizational Culture in Effective Safety Management



1010

12:22 pm



[← Messages](#)

Cathay

[Details](#)

wed, 29 Jun 2011

There has been an aircraft accident. You are required to report to CMC, 5th Floor, North Tower, CX City, immediately, and Directors to N903. Please activate your dept call out.



Text Message

Send





系统思维  
Systems  
Thinking

基于信任的  
文化  
Trust  
Based  
Culture

# Safety Data



**Cathay Pacific  
2011 - 2017**

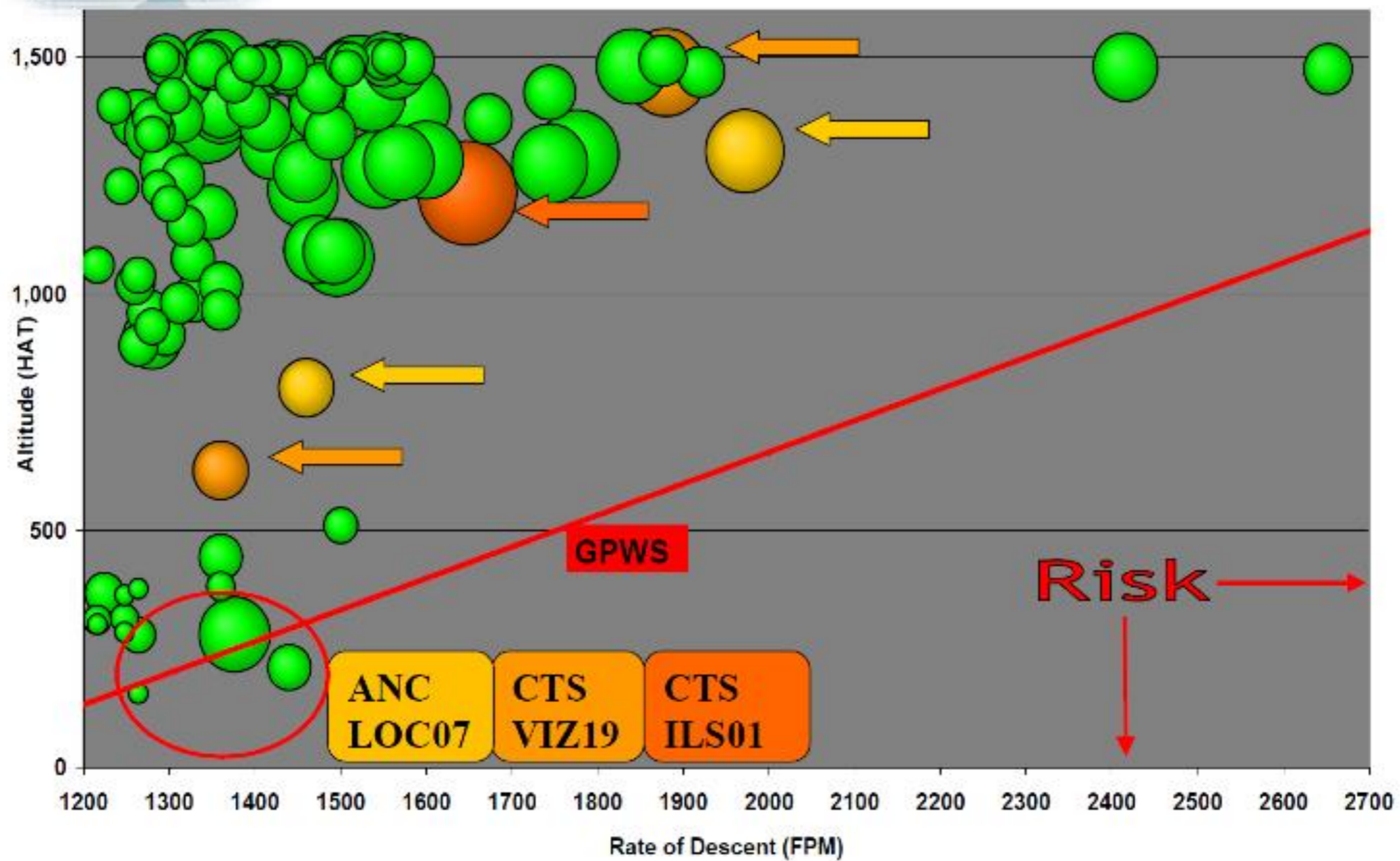
# FOQA (FDAP) Event Rate 747-400



Nov/DEC 2012  
B747-400 & -8F

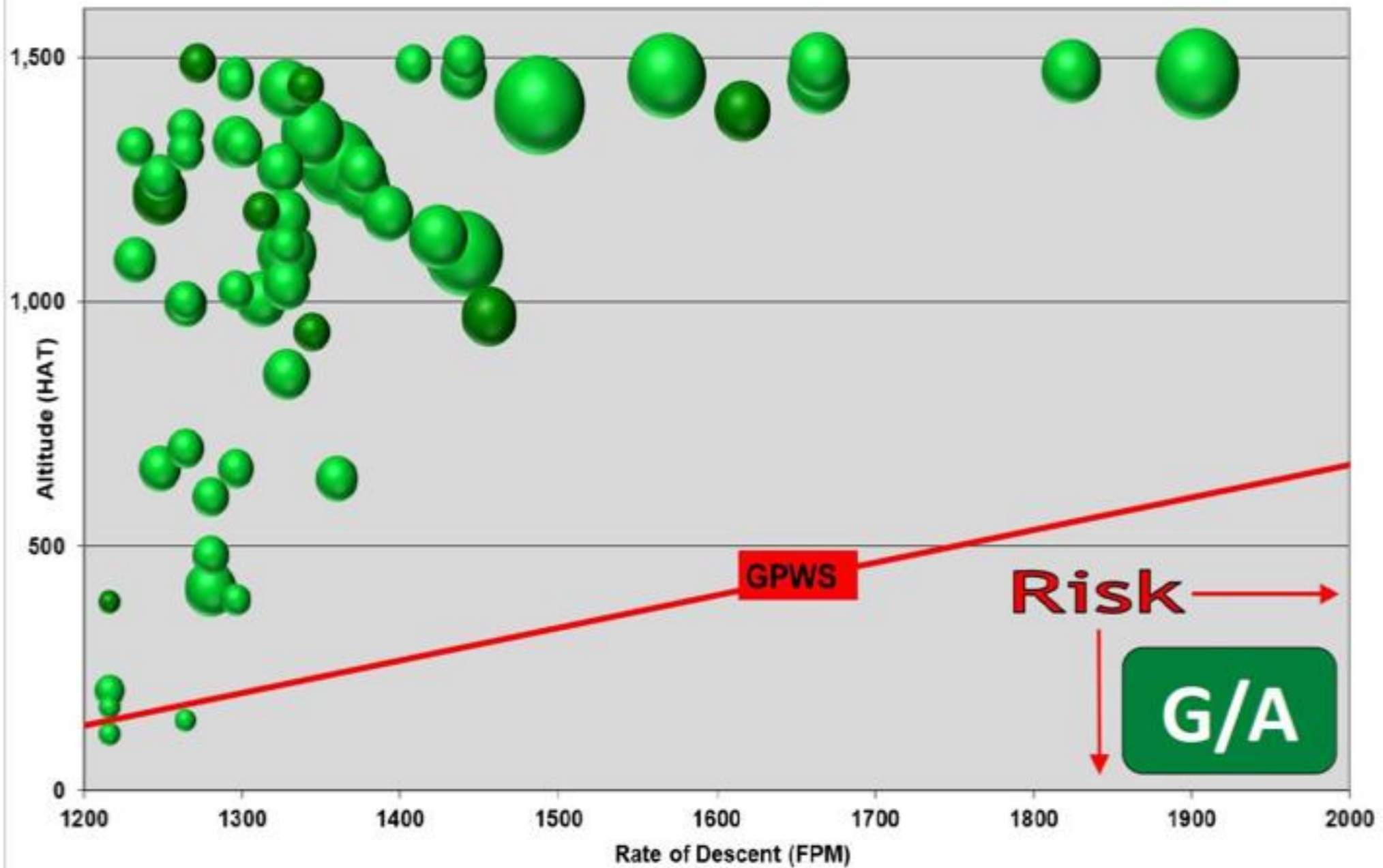


# High RoD Analysis

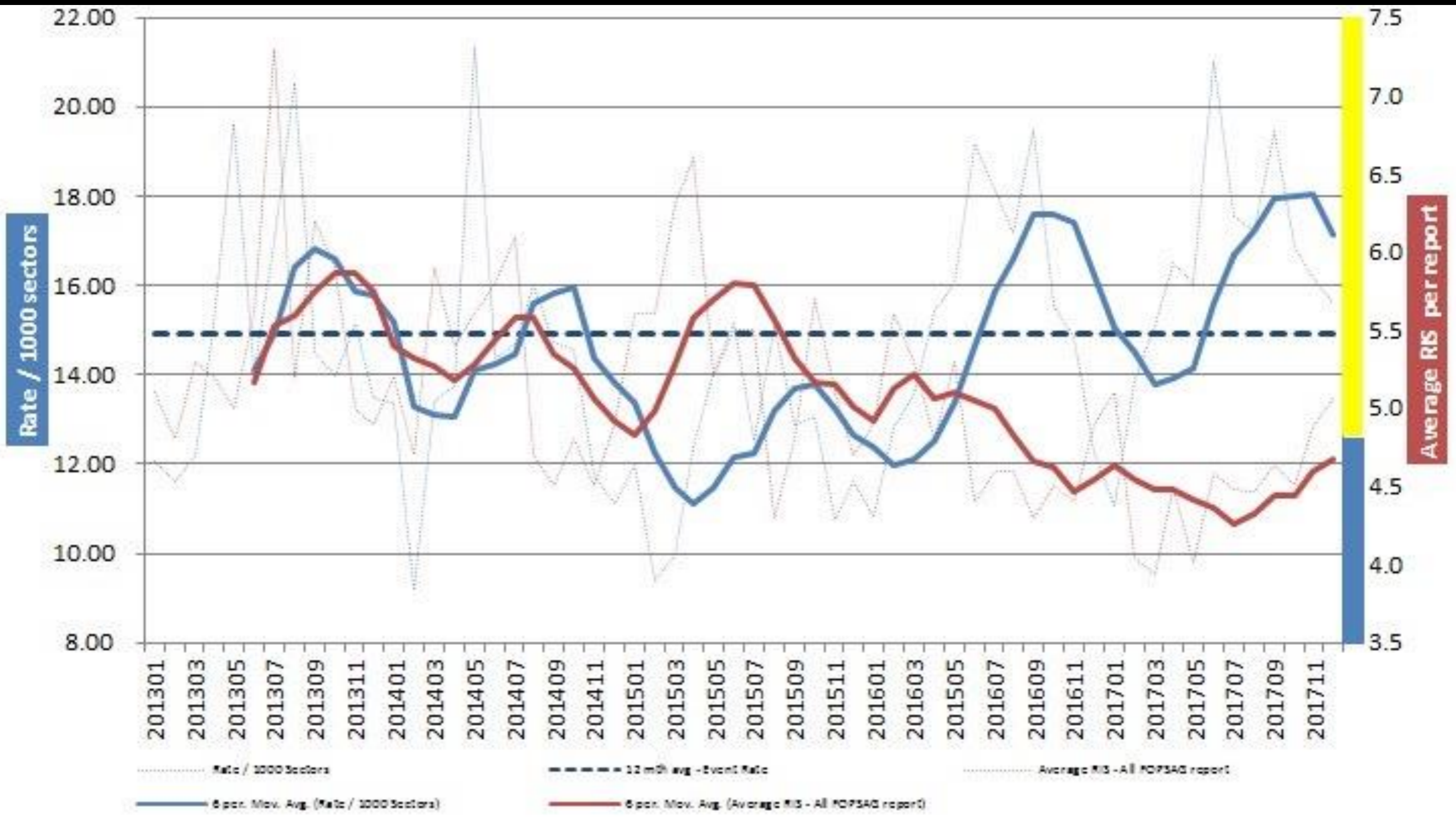


Nov/DEC 2017  
B747-400 & -8F

# High RoD Analysis







# Our Promise to Pilots

1. Reporting errors is normal, expected, and within the Just Culture terms of reference.
2. Information provided in good faith is not used against those who report it.
3. A mistake or incident is not seen as a failure but as a free lesson, a valuable window into our operation and an opportunity to learn.

Failure to report an error **is shameful.**

Failure by management to think systemically **is shameful.**