

# Safety Management Systems



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## Development of the regulatory structure, associated regulations and supporting documentation for the Directorate General of Civil Aviation of Kuwait (DGCA)

DGCA is the Civil Aviation Authority of Kuwait. It has the role of rule making and regulatory oversight within the state and consists of three main branches: Air Safety Division, Air Navigation Services, and the Kuwait International Airport. These branches form the regulatory, air traffic control and airport functions, respectively.

### Services:

ISR was awarded the contract to implement SMS as part of the State Safety Oversight program as recommended by the International Civil Aviation Organization (ICAO). The project required the development and production of an appropriate regulatory structure to support SMS regulations and the writing of these regulations.

ISR commenced the project by performing a needs analysis to identify which elements needed to be addressed. The ISR team then performed a safety culture assessment of the entire DGCA and a gap analysis of the DGCA's Service providers (Airport and Air Navigation Services). These tasks helped the DGCA better understand what they need to do to get to SMS in place and the state of the safety culture in their organization.



From the data obtained from both the gap analysis and safety culture assessment, ISR developed SMS regulations, guidance material and acceptable means of compliance to be issued by the DGCA that not only made it compliant with its international commitments, but that also supported the civil aviation industry across the country in the implementation of SMS.

ISR then provided SMS indoctrination training for all staff across the DGCA and civil aviation industry, including air carriers, catering, fuelling, ground handling and other interested organizations. A team of ISR SMS specialists then delivered this training to DGCA executives.



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