



## Development and implementation of SMS for the Kuwait International Airport (KIA)

The Directorate General of Civil Aviation (DGCA) operates KIA. The airport is located in Farwaniya, Kuwait approximately 16 km from the city of Kuwait. A portion of the airport complex is designated as Al Mubarak Air Base, which contains the headquarters of the Kuwait Air Force. KIA can currently handle 6 million passengers per year.

### Services:

ISR was selected to support the development and implementation of the KIA SMS based on the framework provided by the International Civil Aviation Organization (ICAO).

The project included the establishment of a SMS coordinating group to champion the project. ISR provided KIA with specific recommendations on its composition and Terms of Reference and, once established, provided training to its members and airport executives.



Based on the gap analysis and safety culture survey performed for the entirety of the DGCA, ISR identified the processes that needed to be developed to build a comprehensive SMS.

Through workshops and participation of key airport members, the processes were developed and documented in the KIA SMS Manual.

Other deliverables of this project included an SMS toolbox consisting of a series of practical tools, templates and programs to support the SMS implementation effort. Among them ISR delivered a communications and awareness campaign, a training program for all KIA employees and third parties, risk management templates and forms, a documentation management and control process and various other practical forms.

Advanced training was later developed and delivered to key airport SMS personnel, including the SMS coordinator. This training included hazard identification and risk management, audit and assessment techniques, development of performance indicators and trend analysis and investigation techniques.