

Volato

STANDARDS

AZIM SUMAR

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STANDARDS

What Why How

01



WHAT ARE STANDARDS?

- *Think of them as a formula that describes the best way of doing something.*

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WHY HAVE STANDARDS?

Is there a Standard here?

***ARE WE GOOD AT
THIS?***



WHY HAVE STANDARDS?

- *Standards help work more efficiently and reduce product & service failures.*
- *Having Standards (SOPs) enhance safety*
- *Maintains Consistency*
- *Ensures CRM is never in doubt*

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HOW DO WE SET STANDARDS?

- *Standards are the distilled wisdom of people with expertise in their subject matter and who know the needs of the organizations they represent.*
- *Collective and involved decision making*
- *Equal to or better than the industry standards and norms*
- *Do we need to change anything?*



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02



VOLATO STANDARDS

- Standards and Company Culture
- Standards vs Industry Norms
- SOE
- Performance and Planning
- ACPs
- Training Captains
- Departmental SOPs and Training
- Emphasis on Training – Indoc Structure
- Aircraft Specific SOPs
- Communications
- Circadian rhythms
- Fatigue and Stress
- SIC Simulator Training – Planning Phase
- Customer Service SOPs
- Single Pilot Ops
- OTC

WHAT WE DO
DIFFERENTLY AND
BEYOND THE MINIMUM.



ARE STANDARDS THE SAME AS LIMITS?

- *Are the Standards catered for the majority?*
- *Can Majority of the group meet and maintain those standards?*
- *Are they General or Specific*

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QUESTIONS / COMMENTS

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