



# Management of Change (MoC)

Operational and Business Risk Management Tool



Departamento  
de Controle do Espaço Aéreo



ANAC AGÊNCIA NACIONAL  
DE AVIAÇÃO CIVIL



## CHC do Brasil in Numbers:

- 27 years of activity (23 offshore operation)
- 500 employees

## Fleet:

- S92A
- AW139
- S76C+/C++

**Customers:** Supporting Oil & Gas Companies

## Standards

- SMS implemented in 2006-2009
- IOGP Compliant
- SGRAO Compliant
- PEOTRAM Compliant

**CHC Brazil** is part of CHC Helicopters  
[www.chcheli.com](http://www.chcheli.com)

# Management of Change

## Description (ICAO)

“A formal process for systematic and **proactive** identification of **hazards and of appropriate mitigation** strategies and measures, to be applied **to all changes concerning the safety** of services provided by an aviation organization”

# Management of Change

- *“No planning to change, is planning to fail” (CHC Helicopter)*
- *“We know “what we know”, so ...let’s use what we know!”(CHC helicopter)*



## RBAC 135 – Appendix H

“Management of Change Management is a component of the SGSO framework... it is a **formal process** that:

- (A) identify changes within the organization that **may affect established processes and services**;
- (B) Describe the adjustments required to **ensure operational safety performance** before deploying changes; and
- (C) **Eliminate or modify operational safety risk controls** that are no longer required or effective due to changes in the operating environment ... ”

# BUSINESS CASE LANGUAGE FOR MoC BUY IN

## Activities

Formalization

Planning

Engagement Stakeholders

Team Work

Assess Risks and Impacts

Action Plan completion

Authorization

Takes time

## Gain

**Risk Mitigation**

Acceptable Level of Safety

**No cost (internal resources)**

**Avoid Losses**

**Save \$\$\$\$**

Save Lives

**Save Time**

Save Losses

**Efficiency**



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Risk Mitigation

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Losses

Save \$\$\$\$

Save Lives

Save Time

Save Losses

Efficiency

**Inefficiency is a Threat to Operational Safety**

## When to use MOC process ?

- ✓ Base opening and closing
- ✓ Change in Organization key position
- ✓ New aircraft type into service (new model, version)
- ✓ Change in Critical process;
- ✓ Critical Update in Systems;
- ✓ Systems Introduction
- ✓ New contract/New requirements introduction (Customer/ANAC etc)
- ✓ Reorganization

Or

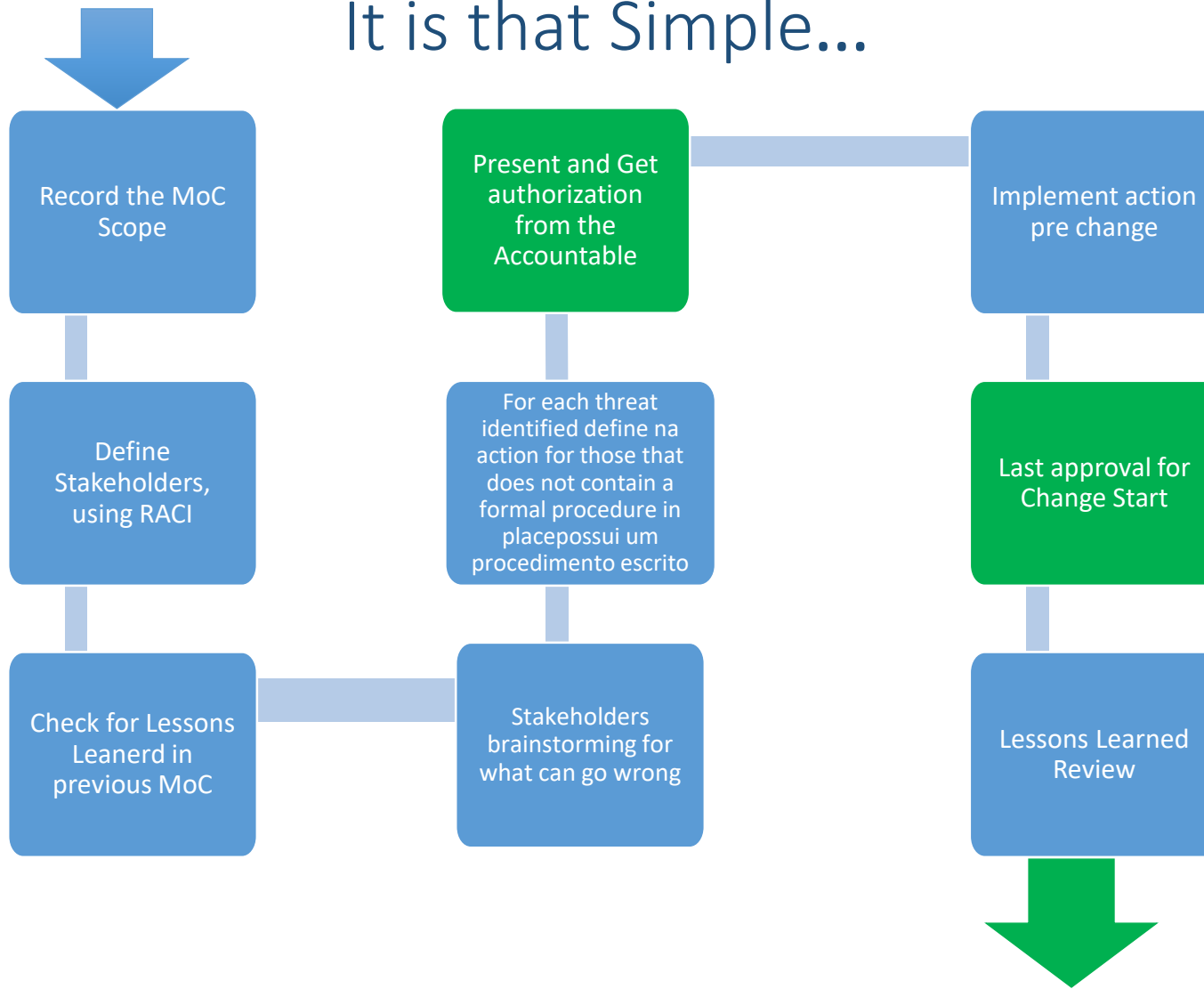
Something with potential to cause loss in any of the Risk Matrix  
(Operacional or Enterprise Aspect)



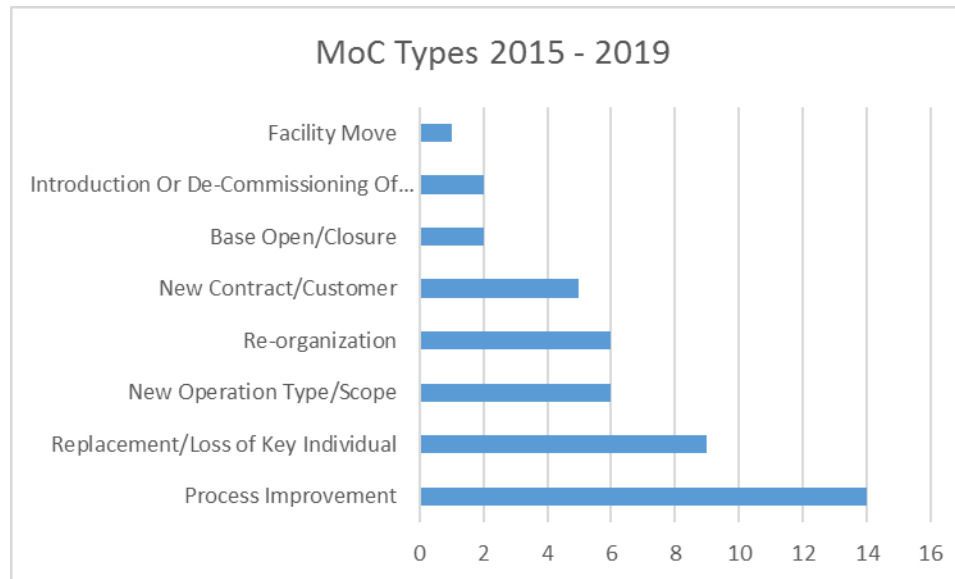
# Operational + Business

	Operational Risk					Enterprise Risk					Likelihood / Probability							
	IMPACT	IDENTIFICATION	AVIATION	SECURITY	SAFETY	IMPACT	IDENTIFICATION	ENVIRONMENTAL/CLIMATE/ECOSYSTEM/INFRASTRUCTURE	REGULATORY	REPUTATIONAL	FINANCIAL	0	1	2	3	4	5	
	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	
Operational Risk	0	No Issue (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	Zero Risk (Liquidity)	0	0	0	0	0	0	0
	1	Minor Issue (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	1	2	3	4	5	6	7
	2	Minor Issue (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	2	4	6	8	10	12	14
	3	Minor Issue (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	3	6	9	12	15	18	21
	4	Minor Issue (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	Minor Risk (Liquidity)	4	8	12	16	20	24	28
Enterprise Risk	6	Major Issue (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	6	12	18	24	30	36	42
	7	Major Issue (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	7	14	21	28	35	42	49
	8	Major Issue (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	Major Risk (Liquidity)	8	16	24	32	40	48	56

## It is that Simple...



# CHC Brazil MoC types





Muito Obrigada!

Ana Claudia Galvão – CHC

[Ana.galvao@chcheli.com](mailto:Ana.galvao@chcheli.com)

mobile: +5521995329904



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