



CANSO GLOBAL SAFETY CONFERENCE 2025

24 – 28 MARCH 2025 • CHRISTCHURCH, NEW ZEALAND

HOSTED BY **AIRWAYS**





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WORKSHOP – HUMAN PERFORMANCE MANAGEMENT IN ATM: GETTING STARTED AND CONDUCTING A STANDARDS OF EXCELLENCE ASSESSMENT: WHY NOW IS THE RIGHT TIME TO START!

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UNVEILING THE UPDATED CANSO STANDARD OF EXCELLENCE IN HUMAN PERFORMANCE MANAGEMENT

Empowering ANSPs to Achieve Operational Excellence

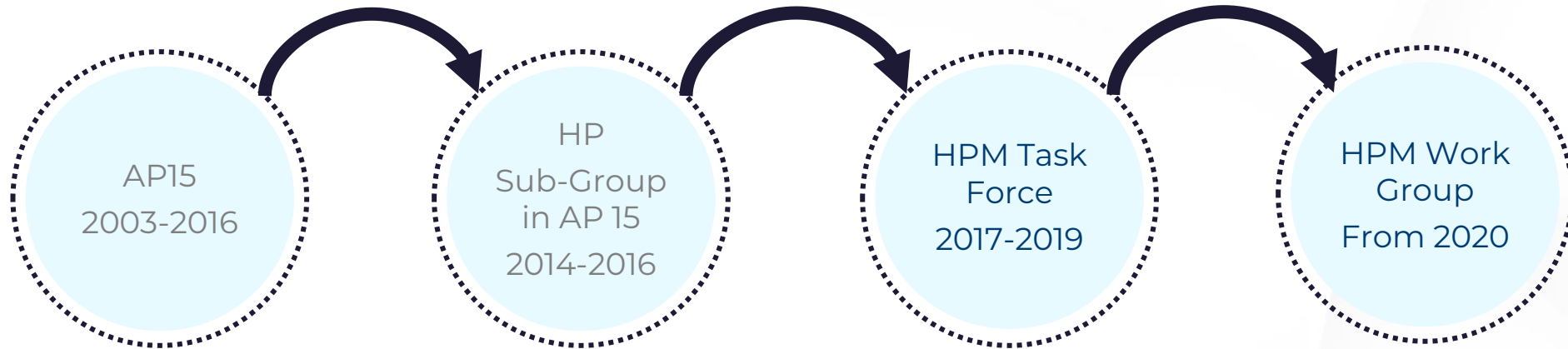


PEOPLE CREATE SAFETY

- In ATM, we rely on the performance of people to deliver a safe, effective and efficient service
- The entire industry knows that their staff are their most important asset, and that they are key to business performance
- Human Performance is everywhere in the system, from operational staff to technicians, 24/7
- To facilitate Human Performance and safety in day-to-day operation, we need to understand how Human Performance is managed

SOME HISTORY...

Evolution of CANSO HPM



A EUROCONTROL-
FAA Action Plan 15
White Paper
December 2015

Airservices Australia,
Austro Control, Avinor,
EUROCONTROL, FAA,
LFV, NATS, and NAV
CANADA



CANSO TF HPM SoE

Avinor, DFS, DSNA, ENAIRe,
ENAV, FAA, Frequentis,
HungaroControl, LFV, LVNL,
NATS, NAV CANADA, NLR,
Slovenia Control

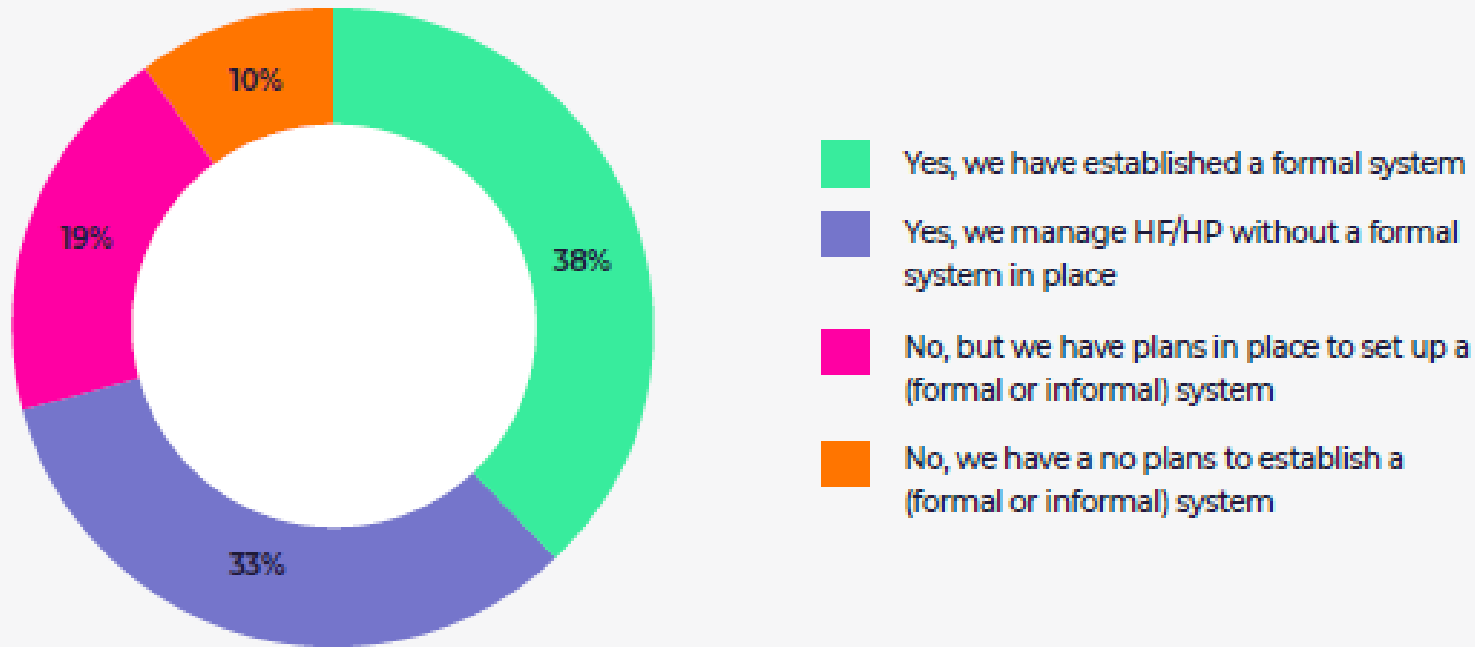


CANSO HPM WG Members

Now 45 members from 25
member states and 31
organisations

POST-COVID SURVEY FINDINGS

What we found:



38% have a formal system

But most do not

POST-COVID SURVEY FINDINGS

4. HF/HP management system

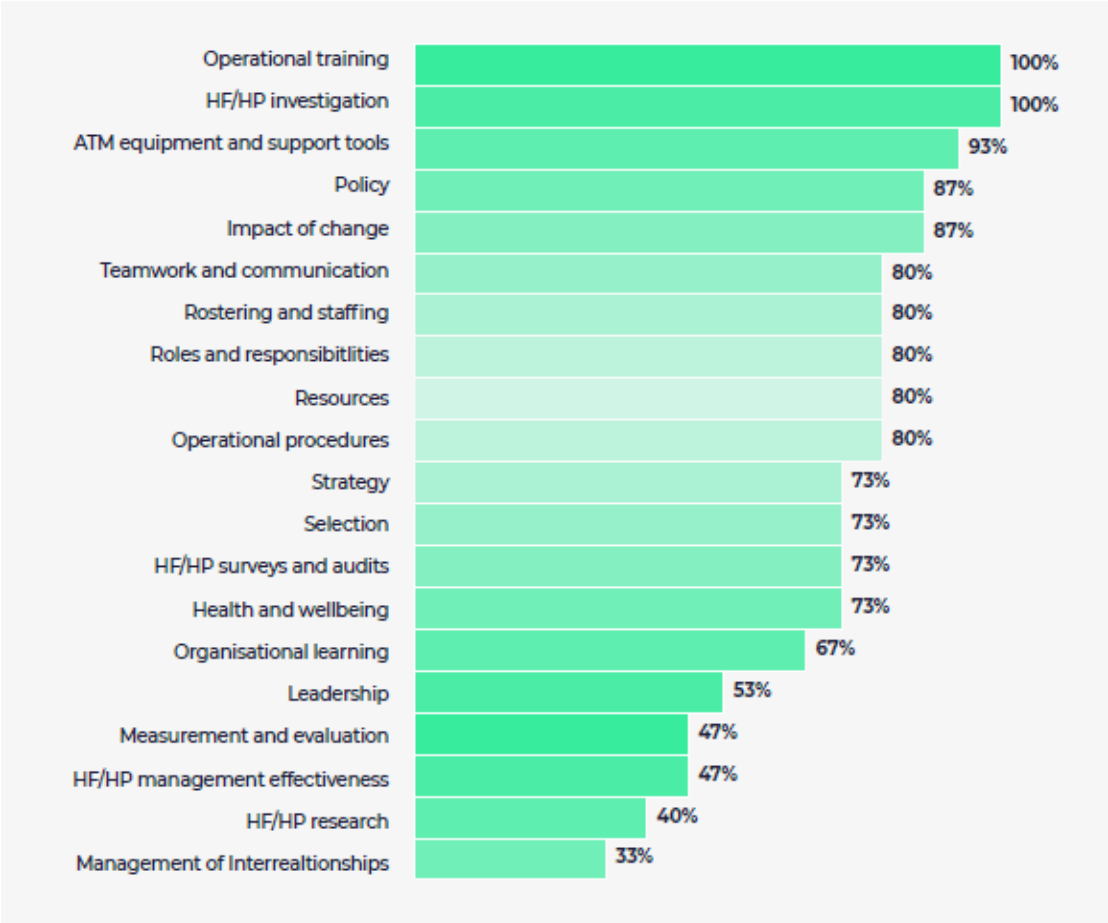


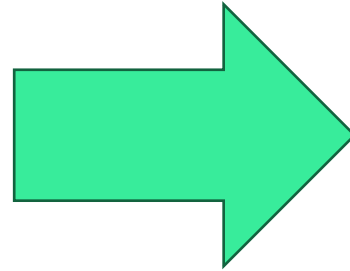
Figure 8 - HF/HP elements included in the scope of HF/HP management

What we found:

It was a start, but it was realized that the Standard of Excellence that was produced was not being leveraged

CANSO Standard of Excellence in Human Performance Management

2019 – Version 1



CANSO STANDARD OF EXCELLENCE IN HUMAN PERFORMANCE MANAGEMENT

2025 – Version 2

SHAPING
OUR
FUTURE
SKIES
canso.org

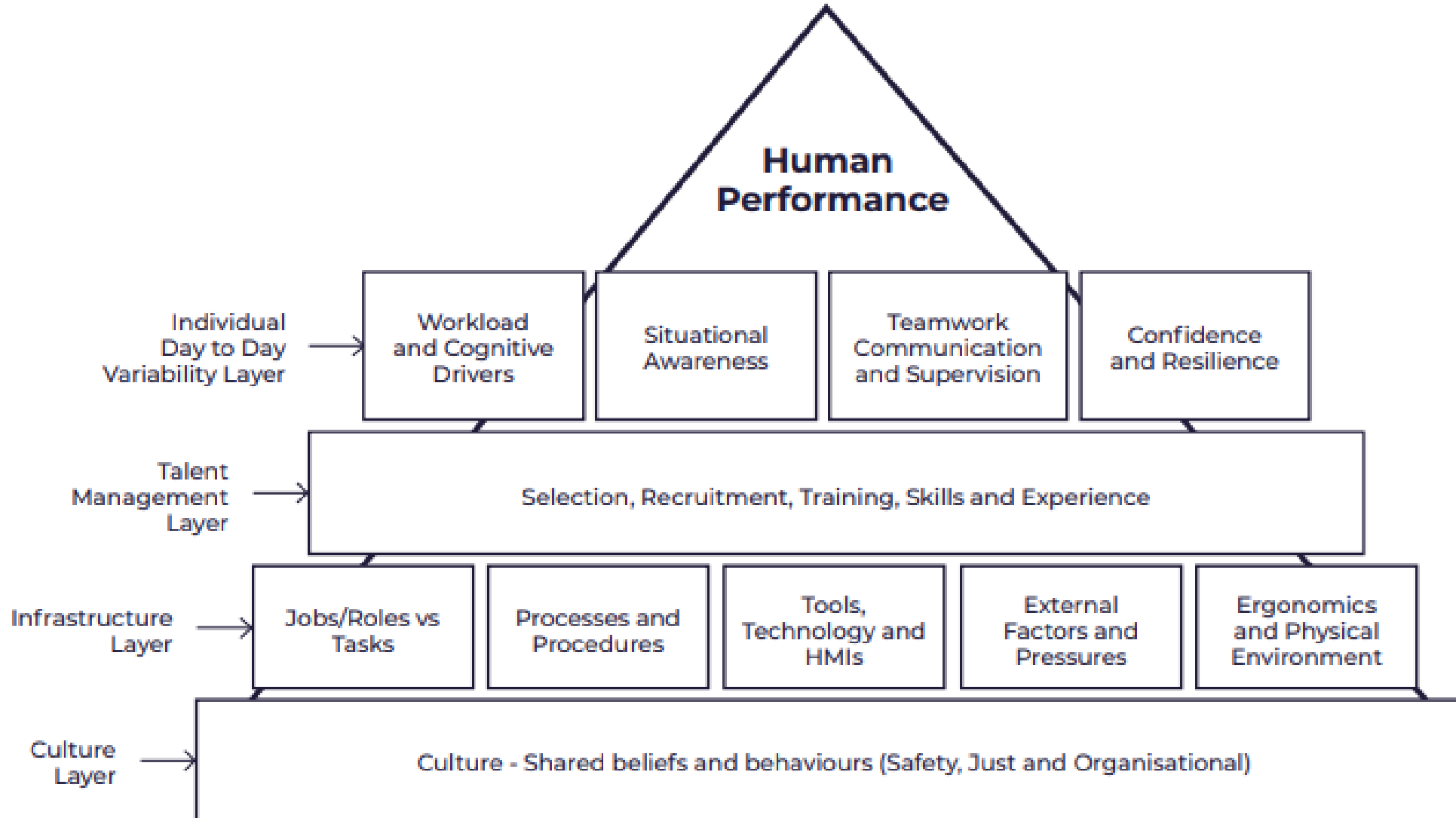


SUCCESS IN AUSTRIA

Austro Control has run three SoE assessments since 2019 and developed a mature standard for Human Performance Management

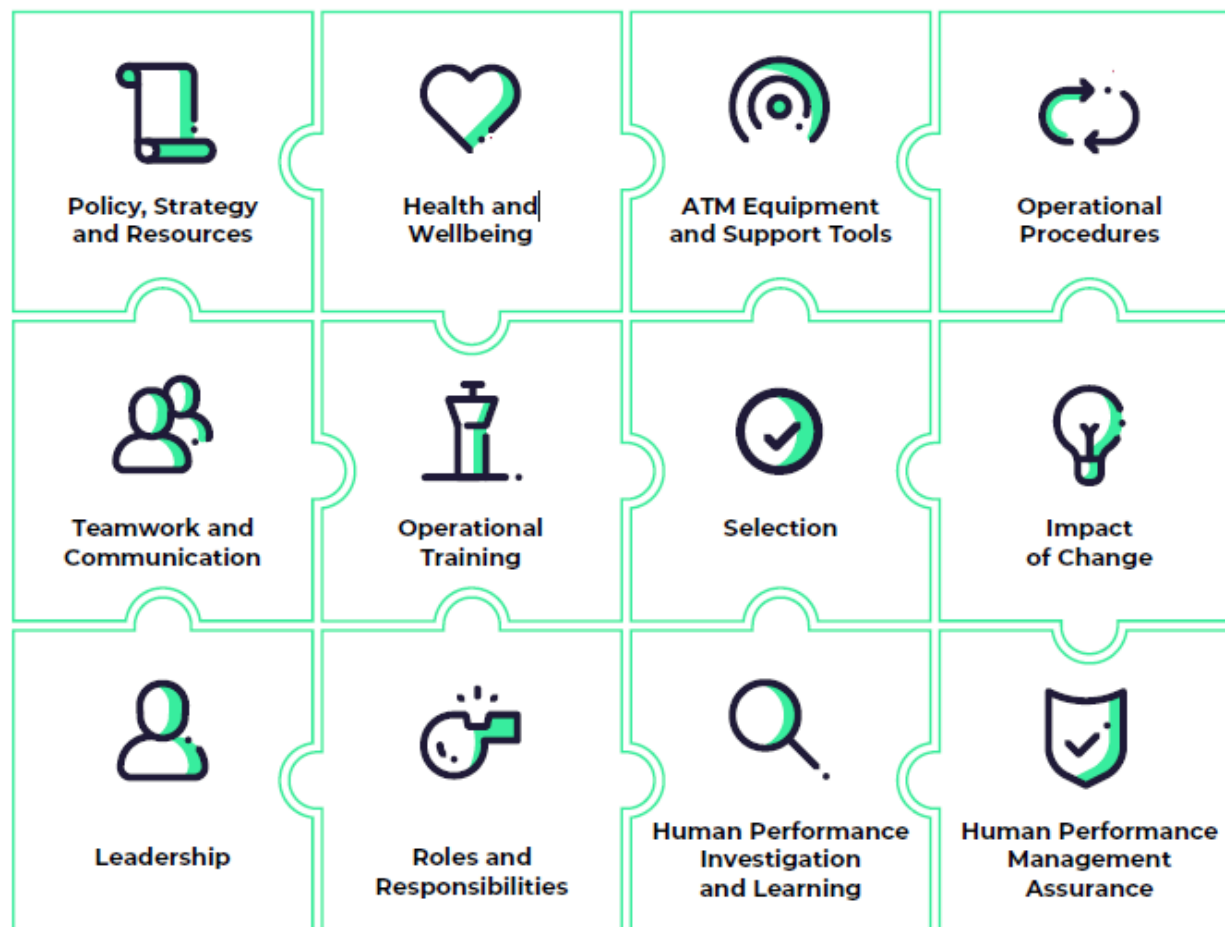
- These results are evident through their whole organisation:
 - improved culture;
 - higher awareness;
 - understanding of the importance of HP and Socio-technical systems.
- Most importantly, they have increased efficiency while maintaining/improving on **safety** in the face of increased traffic volume with no impact on service delivery.

PEOPLE CREATE SAFETY & RESILIENCE



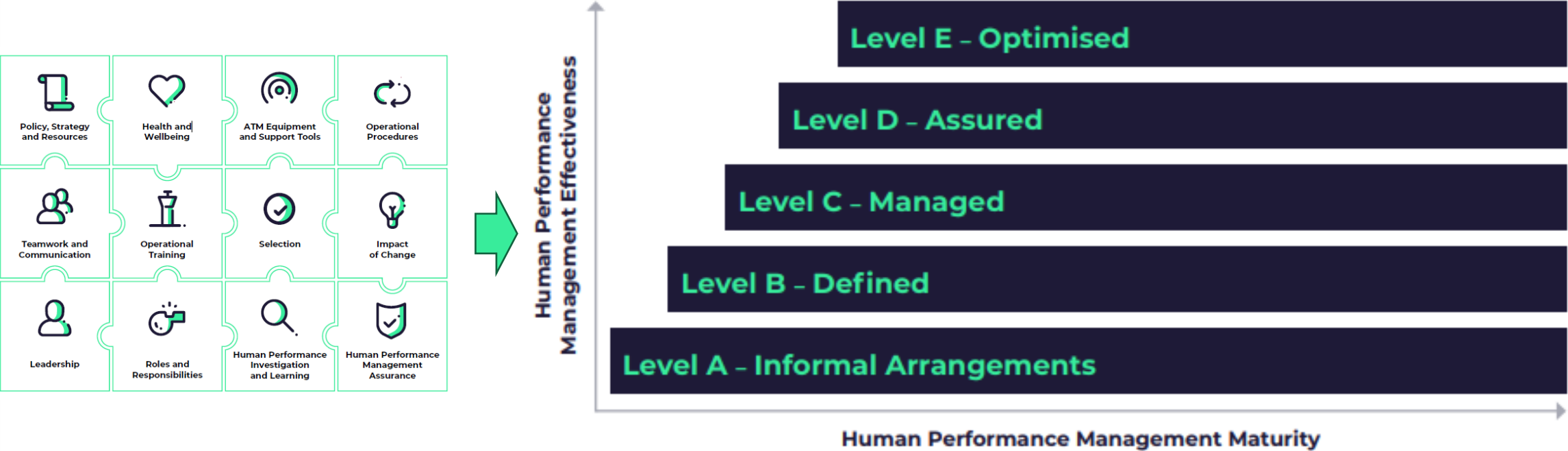
Human performance is an outcome of processes, design and decision making in several layers!

12 ELEMENTS OF THE CANSO HPM SOE



HUMAN PERFORMANCE MANAGEMENT MATURITY

For each of element separately



EXAMPLE

HPM SoE Question set

CANSO Standard of Excellence in Human Performance Management – CANSO

6 Operational Training

Objective To ensure that human performance aspects are incorporated into the design, content and delivery of operational training

Level	Capability Statement	Assessment Question
A: Informal Arrangements	There is no consideration of human performance aspects when designing operational training	
	Human performance aspects are not included in the content of operational training	
	Human performance aspects are not included in the delivery of operational training	
B: Defined	Human performance aspects for the operational training syllabus have been identified	Have human performance aspects for the operational training syllabus been identified?
	Plans are in place to consider the method of delivery of the human performance aspects of operational training	Are plans in place to consider the method of delivery of the human performance aspects of operational training?
	There is a process in place to review whether operational training reflects the impact of change on human performance aspects	Is there a process in place to review whether operational training reflects the impact of change on human performance aspects?
	There is a process in place to incorporate changes to human performance aspects into operational training	Is there a process in place to incorporate changes to human performance aspects into operational training?
C: Managed	There is a process in place for operational training to be aligned with the human performance aspects of the operation	Is there a process in place for operational training to be aligned with the human performance aspects of the operation?
	Human performance aspects are systematically incorporated into the delivery of operational training by both the trainee and the instructor	Are human performance aspects systematically incorporated into the delivery of operational training by both the trainee and the instructor?
	The trainees' understanding of the human performance aspects of the operational training content is assessed	Is the trainees' understanding of the human performance aspects of operational training content assessed?
	The human performance aspects associated with a change are systematically incorporated into operational training by both the trainee and the instructor	Are the human performance aspects associated with a change systematically incorporated into operational training by both the trainee and the instructor?
	Operational training is systematically aligned with the human performance aspects of the operation	Is operational training systematically aligned with the human performance aspects of the operation?
D: Assured	Periodic refresher training on pertinent human performance aspects is provided	Is periodic refresher training on pertinent human performance aspects provided?
	The effectiveness of the human performance aspects of operational training is continually assessed	Is the effectiveness of the human performance aspects of operational training continually assessed?
	The human performance aspects of operational training are continually revised based on feedback	Are the human performance aspects of operational training continually revised based on feedback?
	There is a procedure in place that considers the impact of future operational concepts on the human performance aspects of operational training	Is there a procedure in place that considers the impact of future operational concepts on the human performance aspects of operational training?
	The effectiveness of the human performance aspects of operational training in meeting future operational concepts is assessed	Is the effectiveness of the human performance aspects of operational training in meeting future operational concepts assessed?
E: Optimised	The organisation learns about the human performance aspects of operational training from external stakeholders and other industries	Does the organisation learn about the human performance aspects of operational training from external stakeholders and other industries?
	The organisation actively participates in developing industry best practice in the human performance aspects of operational training	Does the organisation actively participate in developing industry best practice in the human performance aspects of operational training?

CANSO HPM WG Controlled:
Version 2.0: February 2025

Notes

Study Area	Level 2023	Level 2025 Goal
1. Policy, Strategy, Resources	C	D
2. Health and Wellbeing	D+/E-	E
3. ATM Equipment and Support Tools	C+	D
4. Operational Procedures	E	E
5. Teamwork and Communication	C	C
6. Operational Training	B+/C+	D
7. Selection	B+/C+	C+
8. Impact of Change	C	C
9. Leadership	C	C
10. Roles and Responsibilities	B	C
11. Human Performance Investigation and Learning	E	E
12. Human Performance Management Assurance	C+	D

An example of reporting and goal setting...



CALL TO ACTION!

Most ANSPs have a lot of the elements already!

- With the rise of Automation and our staffing challenges, many authorities such as the European Union are looking at requiring HP management systems
- Having an understanding of your maturity will help you choose where to invest in capabilities, technologies or data
- The HPM SoE will help achieve **Performance** beyond just safety. This is crucial as our environment demands changes
- We can help on reporting and potentially offer some benchmarking guidance
- It is easy to start, and...
- The HPM WG is always available to assist!

The HPM Workgroup looks forward to hearing from you...





THANK YOU