

## ***Rethinking Compliancy***

Peter Zografos

Cabin operations require strict adherence to all standard operating procedures (SOPs) to ensure a level of maximum safety. However individual behavior, Human Factors, or deficiency in Safety Culture may produce complacency with crew members. In this presentation, awareness will be raised about compliancy (sometimes referred to as “Drift”) within the cabin safety environment. Emphasis on detection, lessons learned, and reduction strategies will also be explored.