
Here's a **summary of the Cabin Safety Audit Meeting (COSA briefing)**:

Presenter

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Purpose

Explain **COSA (Cabin Operations Safety Audit)** – Jetstar's program modeled on LOSA (Line Operations Safety Audit) to monitor **threat and error management** and improve safety culture.

Key Points

1. What is COSA?

- Introduced in **2019**, reinstated in **Dec 2023** after COVID pause.
- Mirrors LOSA principles but tailored for cabin operations.
- Auditors act as "**fly on the wall**" **observers** from sign-on to disembarkation (or hotel sign-off for international).
- Focus: **Threat and Error Management (TEM)**, not service quality.
- Data is **de-identified and confidential**; only safety-related findings recorded.

2. Scope & Coverage

- All fleets and sectors:
 - **Domestic (Australia & NZ), Trans-Tasman, International short-haul & long-haul.**
- Auditors complete **two observations per month**.
- Reports compiled **every six months** for leadership, training, and safety teams.

3. Recent Activity

- **246 observations** completed across 2024–2025.

- Last six-month cycle (Jul–Dec): **90 observations** analyzed.

4. Key Findings

- **Top Threats (37% passenger-related):**
 - Seatbelt non-compliance during takeoff/landing.
 - Bags on laps during cabin prep.
 - Failure to follow crew instructions.
 - Overhead lockers left open.
 - Passenger movement during critical phases (e.g., lavatory use).
- **Crew Response:**
 - 61% of threats detected and managed.
 - 53% effectively managed.
- **Error Management (Focus Area):**
 - Many errors **not detected or poorly managed**.
 - Common errors:
 - Unsecured or unlatched carts.
 - Improper stowage (items on jump seats, galley surfaces).
 - Crew bags/personal items left unsecured.

5. Communication & Culture

- Challenge: Sharing findings without triggering defensiveness.
- Approach:
 - **COSA Link:** Daily themed updates (e.g., pre-departure, boarding, crew compliance).
 - Positive framing with visuals and videos.
- Emphasis on **Just Culture:** Learning, not blame.
- Crew now more familiar with COSA; transparency improved.

6. Governance

- Auditors trained via **4-day program** (with Qantas support).
- Use **Qantas Group LOSA checklist** and **Intellects system** for data capture.
- Escalation process:
 - Serious safety risk → audit terminated, PIC notified.
 - Minor issues → logged for analysis.

7. Challenges & Insights

- Crew report **threats more readily than errors** (errors often linked to fatigue reports).
- Need better **error ownership and reporting culture**.
- Cultural differences minimal; fleet-specific variations noted.
- Continuous learning on **effective communication strategies**.

Key Takeaways

- COSA provides **real-world insight into cabin operations**.
- Drives **systemic improvements** in SOP compliance and crew behavior.
- Supports **regulatory compliance, safety culture, and proactive risk management**.

INTRODUCING COSA

CABIN OPERATIONS SAFETY AUDIT



WHAT IS COSA?

Line operations safety audit observing threat and error management



SCOPE & COVERAGE

All fleets and sectors
two observations per month



KEY FINDINGS

Passenger-related threats
undetected or poorly managed errors



COMMUNICATION & CULTURE

Daily themed updates
just culture emphasized



GOVERNANCE

Auditor training, data capture
escalation process

