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

## Presenter

Patricia – Oversees **Cabin Safety & Quality Assurance** at Jetstar.

## 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

