SkySkopes

UAS IN THE FIELD

TIPS, TRICKS, AND TOOLS

Customer Interactions

- Be Proactive
  - Get ahead of inspections by notifying customers early and often on what they can expect
  - Improves operational efficiency – less time spent notifying customers or de-escalating confrontations
- Seek to Understand
  - Listen to bystander's concerns completely before trying to address them
  - Understand that hostile customers might not be upset with you personally
- Be an Ambassador
  - May be bystander's first experience with a drone in person, especially in a commercial capacity
  - Opportunity to educate and inspire – show the community the positive impact that drones can have

Crew Resource Management (CRM)

Defined: Effective use of all available resources for flight crew personnel to assure a safe and efficient operation, reducing error, avoiding stress and increasing efficiency.

- Use all available resources – not just those in the field. Management, airspace coordinators, linemen, etc. can be invaluable to a mission's success
- Open and honest "no-fault" environment is critical. Everyone is working toward the same goal and safety is everyone's responsibility.

Quality Control

- Standardized training, equipment and operating procedures
  - Educating pilots on the equipment being inspected; knowing what to look for to better understand the expectations of the SOW
- Asset reconciliation
  - Updating accurate asset locations and conditions for subsequent inspections
- Continuous feedback loop
  - Conduct inspection quality grading and perform reviews to show areas of improvement

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THANK YOU

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