

## How Lion Air fostered a culture of safety thanks to Ideagen Coruson



Lion Air is the leading low-cost airline in Indonesia. In 2018 it carried 36.8 million passengers, nearly 35% of all air travelers in Indonesia at that time.

Indonesia has a population of 270 million people, and being an archipelago means the demand for air travel is always high. IATA estimates that by 2037, Indonesia will be the fourth biggest aviation market in the world.

We spoke to Ryan Arifandi who is the Assistant to the Director of Corporate Safety & Quality at Lion Air Group. Ryan has a background in Aeronautical Engineering and has been with the organization for 12 years.

Lion Air found that the Safety Management System (SMS) preceding Ideagen Coruson was not developing quick enough to keep up with changes in the aviation industry. "We first started using Coruson in January 2018, and I was the project manager for the implementation of Coruson. This was across the 5 airlines in the Lion Air Group as well as the other supporting organizations we have. Now, we have 12 organizations, in total, using Coruson," Ryan told us.

### Ideagen provide unparalleled support to customers all around the globe

When looking for an alternative SMS, Ryan shared a few things that made Coruson stand out to them.

One of the main attractions for Coruson was the 24 hours support – when we raise an idea or have an error to solve, the response comes very quickly, no matter the time of day.

Ryan Arifandi, Assistant to the Director of Corporate Safety and Quality at Lion Air Group

Another attractive feature was the cloud-based storage Coruson offered. "We previously hosted the SMS in our own servers, but the cost of hosting would increase each year. That wasn't the case with Coruson," Ryan said. Additionally, any changes they wanted to make with their previous SMS provider came at a cost. "Now we can raise changes with the Ideagen team and if they can see that this will be beneficial for other users, then they will implement it and we can benefit from that, free of charge! This is a great way to solve issues."

Not long after Lion Air started using Coruson, Ideagen opened an office in Kuala Lumpur to better serve companies based in Asia. "We appreciated Ideagen opening an office in our region, it is great that Ideagen thinks of us as one of their main customers, and the office in Kuala Lumpur has certainly made the request process more convenient," Ryan said.

### Improving processes with Coruson

70% of safety reports are delivered straight into Coruson each month, preventing miscommunication or transcribing errors.

Coruson is used company-wide at Lion Air, and they encourage all staff to upload safety reports directly into the system. "Rather than having our employees email the reports to be submitted into Coruson at a later date, we encourage our staff to send their safety reports directly into Coruson. 70% of reports go directly into Coruson each month, which is great!" Ryan told us.

Ryan continued, "we also utilize the Business Intelligence Module on Coruson and therefore we haven't needed to use PowerBI or any other additional Business Intelligence software. The Coruson BI Module is helping us to improve our processes. We've been able to closely monitor the mandatory reporting, so no report is missed and so we can smoothly and accurately pass these reports through our internal review process and onto our regulator."

Coruson has also helped to cut down on admin time Ryan told us. "Recording in Coruson only takes an average of 5 minutes per occurrence, so we are able to then focus on the analysis, review, and implementation of the mitigation of the occurrence."

Furthermore, Lion Air have been looking at where they can gain extra benefit from Coruson to further integrate their processes in one place. "We're trying to get more out of the risk module and the Bowtie Methodology that it utilizes, by connecting it to the audit and reporting modules," Ryan said. Lion Air are also in the process of moving their customer surveys over to Coruson. "It's still in the planning, but I've been encouraging managers to prepare for this switch. Coruson is far more secure than the free, survey-building alternatives available," Ryan told us.

## Creating a tailored safety management system

With the Coronavirus pandemic causing massive disruption in the aviation industry, Coruson was a huge supporting factor in Lion Air being able to continue to operate throughout. "Like other airlines, we suffered a lot during the pandemic. Coruson helped us weather the storm, which some of our competitors could not. To give an example, flight attendants were observing passengers and reporting violations of flight regulations. We were able to use Coruson to trace all these reports, which was very helpful."

Since implementing Coruson, Lion Air have seen strong improvements in their safety management, particularly with their safety reporting. "Other SMS software comes with pre-modified templates and forms but Coruson lets us modify them as we need. Now, we can customize our reporting to be specific to our needs, so we have seen a significant increase in the number of safety reports we are processing."

Since 2018, when we first migrated into Coruson, we have seen an 80% increase in our safety reports. In 2022 we've hit an average of 4000 reports per month.

Ryan Arifandi, Assistant to the Director of Corporate Safety and Quality at Lion Air Group

External Auditors have also been impressed with the implementation of Coruson at Lion Air, Ryan informed us: "The authority was very satisfied when we showed them how we manage the safety reports using the system. They can easily check whether a safety report is managed well - from the review to the investigation and validation, and they can see the implementation of corrective actions in a very smooth workflow."

Lion Air, with Coruson and their exceptional fleet, are very well positioned to maintain their high safety standards and continue to expand, as aviation returns to normality post-COVID.

## About Lion Air

Lion Air, part of the Lion Air Group, is one of the leading low-cost airlines in Southeast Asia and the largest airline in Indonesia. Lion Air makes up one of five airlines in the Lion Air Group, which also includes Wings Air, Batik Air, Malindo Air, and Thai Lion Air. Lion Air's success is built upon delivering exceptional value to customers, ensuring convenient flight schedules and creating a route network vital to the interests of the 270 million people in Indonesia.

**Book a demo** to find out more about Ideagen's Aviation Safety Management Software.