

*“Root cause determined  
& solution implemented  
in 24 hours.”*

— Brian O’Neal, Manager Ground Safety for SkyWest Airlines



### SkyWest

As the nation’s largest independently operated regional airline, and still growing, SkyWest Airlines currently provides approximately 1,200 daily flights to 101 cities in 27 states and Canada as Delta Connection and United Express. SkyWest is one of the fastest growing airlines in the nation. To ensure they continue to experience this growth and success, SkyWest stays at the forefront of innovation. Implementing the latest technology advancements developed by Steton to ensure quality and safety was an easy decision for SkyWest.

*information to surface and to determine a solution. Now we are notified automatically when there are standards not being met. In fact, the root cause of the problem and a solution are determined within 24 hours.”*

### Automated Feedback: Instant notification of critical issues

SkyWest is committed to regulatory standards and making adjustments before small problems become a crisis. Expressing SkyWest’s commitment to staying on top of issues, O’Neal stated, *“We are using the automated feedback feature in Steton to alert management immediately of potential issues. Our system is organized to automatically generate feedback in two stages. If there is an issue that needs corrective action determined from the audit results, a notification is sent to the corporate office, station management and Standards Coordinator to review and resolve. If a more significant issue is uncovered, an automated message will be delivered to the cell phones of location management for immediate action.”*

### The Future: Flexibility and ease of use expands analysis capabilities

The flexibility and ease of use of Steton’s software is expanding analysis capabilities throughout the SkyWest organization. SkyWest will soon implement the Steton to conduct customer surveys, record data presented at each location’s monthly safety meetings, monitor OSHA standards, and more.

### Up to the Challenge: Adapting to new FAA standards

Recently, SkyWest and other regional airlines received new standards from the FAA. Brian O’Neal, Manager Ground Safety for SkyWest Airlines, stated,

*“We were able to adapt to these changes literally overnight. Steton Quality Suite was already being successfully used*

*by SkyWest to conduct 140 station audits a year. Now in just the last three months, we have done over 2,000 audits to ensure we are meeting or exceeding the new standards.”*

*“The Steton audit management software has been very flexible to meet the evolving needs of our Internal Evaluation Program.”*

Doug Wyatt  
Director of Corporate Safety,  
SkyWest Airlines

SkyWest had a traditional paper and pencil audit method in place, but they knew it wouldn’t allow them to meet the demands of these new standards. According to O’Neal, *“Previously, if there were issues that a location was having related to baggage handling, it would sometimes take weeks for that*