

Witness Qualifications & Publications - Helen Zienkiewicz

Chief Executive Cabin Safety Consultants

Retired United Airlines Manager of Health, Safety & Security for Onboard (Flight Attendant) Service Division

Oversight of airline cabin regulatory compliance of FAA and TSA regulations, primary division liaison with FAA Principle Cabin Inspector, direct investigation of cabin safety incidents and accidents, advisor to corporate safety, training, medical, personnel, communications, legal and division management. Identified flight attendant safety and injury related trends and develop corrective actions including policy, procedure and training changes. Significant accomplishments:

- Established and served as the manager of the first major air carrier flight attendant Aviation Safety Action Program (OSAP); a partnership with airline management, flight attendant union & FAA to identify cabin safety & FAA regulatory issues and corrects them through procedure or training modifications.
- Division Project Lead for United's Aeromedical Reconfiguration & flight attendant training program.
- Member of Airline Transport Association Cabin Safety Committee & turbulence, flight attendant injury prevention and Passenger Misconduct subcommittees. Airline members include: United, American, Continental, Delta, Southwest, Midwest, former Northwest, and Jet Blue.
- Speaker at FAA Safety Conference, World Airline Training Symposium (WATS), Association of Flight Attendants (AFA) Annual Safety Conference, and multiple United Airlines forums
- Authored Research Utilization and Nursing Practicum Papers on Behavioral Based Safety (BBST) for University of Phoenix Masters Degree in Nursing Education, Research and Administration
- Developed Behavioral Based Safety Supervisor Training Program & trained over 200 division supervisors
- FAA Certified Flight attendant

6 years experience as United Airlines Emergency Procedures Instructor –conducted FAA approved emergency procedures pilot indoctrination training and annual FAA approved pilot and/or flight attendant emergency procedures training for various commercial and cargo airlines, including United Airlines, Air Force One, TACA, Omni, Evergreen, Gemini, Southern Air Transport, Cargo Lion, Sun Country, Fast Air, Emery, and Challenger Airlines. These crews were trained at United Airlines, British Air and American Airlines training centers. Content of training included: management of pre and post evacuations and ditching procedures, operation of emergency aircraft exits and equipment, in-flight decompressions, fire fighting, medical emergencies, security and terrorist incidents, Crew Resource Management (CRM), etc. Significant accomplishments include:

- Developed a number of FAA approved recurrent emergency procedures training programs for pilots & flight attendants utilizing CRM principles.
- Participated in A-320 mini-evacuation & B-777 FAA certification evacuation demonstration
- Researched and developed an instructor-training library featuring audio-visual aids pertaining to various airline accidents and emergency incidents.

Inflight Safety Investigator for United Airlines: Investigated accidents & incidents pertaining to flight attendant and passenger safety, editor & writer for flight attendant publication distributed to over 22,000 flight attendant and airline personnel, audited for flight attendant FAA regulatory compliance.

Additional Positions with United Airlines: Station Manager for Oklahoma City and Lincoln, NE, Flight Attendant Supervisor, Customer Service Supervisor, Occupational Nurse Practitioner.

Applicable Training, Qualifications & Experience:

- President of Health Leaders Promoting Safety (HLPS), Moore, OK
- Attended International Airline Transport Association (IATA) Cabin Health Seminar, June 2007
- FAA Aviation Safety Action Program Training, 2004
- DOT Transportation Safety Institute Cabin Safety Investigation
- New Mexico Tech Incident Response to Terrorist Bombings
- Guest of Employer Support Flight –507th B-2 Refueling Exercise, Tinker AFB, OK
- Guest of USAF 311th Human Systems Wing – Aeromedical Consultation Team, Brooks AFB, TX
- Guest on multiple occasions at Boeing Airfield, WA and McDonald Douglas, CA
- Airbus A320 Aeroformation Course – Airbus Training Center, FL
- Behavioral Based Safety Training – attended multiple courses & authored research utilization project
- Board Certified Adult Nurse Practitioner with a Masters Degree in Nursing
- Trained Private Pilot

Presentations and Publications:

- Managing Inflight Medical Emergencies presented to Department of Justice JPAT Group 2014
- Aviation Safety: Putting the Pieces Together presented to Department of Justice JPAT Group 2014
- Managing Inflight Medical Emergencies presented at World Airline Training Symposium 2013
- Behavioral Based Safety Presentations to multiple United Airlines Supervisor Groups (2005-2007)
- United Airlines Onboard Safety Action Program presented at World Airline Training Symposium 2007
- United Airlines Onboard Safety Action Program presented at FAA Safety Symposium, Denver 2006
- United Airlines Onboard Safety Action Program presented on a quarterly basis to ATA Cabin Ops. 2007
- United Airlines Onboard Safety Action Program presented to various airlines at AA Training Ctr. 2006
- Turbulence – Working Together to Prevent Injuries presented at Southern California Safety Inst. 1997
- Back it Up – A Practical Approach to Neck & Back Care presented at Southern California Safety Institute’s 12th Annual Aircraft Cabin Safety Symposium in 1995 and the 5th Annual Aircraft Cabin Safety Symposium in 1988

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