

## **Professional Standards**

What is professional standards ? It is a commitment among AMFA members, officers and representatives to maintain the highest degree of professionalism, safety and standards at all carriers. It will protect and enhance the standing of our craft. In the past we have relied solely on peer pressure or verbal conflict to deal with individuals that we felt were not upholding the highest standards. When individuals had conflicts with one another, they had no one other than management to intervene. If you saw someone doing something unsafe, who did you tell? Did you talk to that person? How did they respond? The Professional Standards Committee (PSC) consists of a Chairman and 4 – 6 Committee members within each local. The committee will address problems of a professional or ethical nature involving officers, reps, mechanics, cleaners, GSE mechanics or Facilities maintenance. The PSC will approach each case and individual in a non judgmental, non accusatory and non confrontational manner. Members will be treated with respect and as professionals. Examples of situations that would be addressed by the PSC: Personality conflicts, non adherence to standard procedures or verbal or written attacks on the reputation of other members. Examples that would not be addressed: Grievances, substance abuse or medical related issues. We believe that this committee can and will remove from local management, the burden of dealing with everyday conflicts. A union member shouldn't have to go to their supervisor when they have a disagreement with a co-worker or feel their co-worker in not adhering to standards. These types of issues can be dealt with at a member level amongst AMFA brothers and sisters. This also applies across bid locations, classifications and unions. Say for example there is a conflict between a cleaner and a mechanic or a pilot and a mechanic. One of the individuals with a complaint can contact a committee member and ask for their help in resolving the issue. All discussions are confidential and there are no notes or files kept. The emphasis will be on correcting possible differences, resolving interpersonal disputes, and enhancing professional skills. Although Southwest Airlines has not fully recognized the PSC as of yet, they are using it. It is part of AMFA and should be used for the above described reasons. If you would like more information, or would like to be considered for a position on the committee, please feel free to contact your local AMFA representative.