

Management Excellence

Paul Serafin
Manager, Air Carrier Safety
Assurance Division

FAA

Years of Service: 19.5



Summary:

Paul Serafin is nominated for this award due to his tenacious efforts in ensuring the safe transport of hazardous materials by air. His leadership and focus on employee growth and mentorship is noteworthy. There are no elements of our safety mission that he doesn't influence and directly impact.

Description: Paul Serafin is the Manager of the FAA's Air Carrier Safety Assurance Division within the Office of Security and Hazardous Materials Safety. Throughout the past year, Paul has supported several successful FAA-wide initiatives for safety, infrastructure, innovation, and accountability, as well as aiding the evolution of an FAA Oversight Model.

Paul's efforts in supporting the policy, processes, and data collection tools within the FAA's Safety Assurance System (SAS) have significantly advanced his office's oversight program and assisted in the implementation of the FAA's Integrated Oversight Philosophy (IOP). Paul's operational approach to risk mitigation, which allows informed decisions based on systemic safety related performance data, has had a positive impact on the safe transport of hazardous materials in the aviation supply chain. These efforts have improved consistency, internal collaboration, coordination, and communication across FAA safety organizations to convey a single, unified agency.

Using his operational knowledge of supply chain logistics and FAA Safety Management System (SMS), Paul demonstrated his ability to lead complex projects and a diverse group of aviation safety professionals to improve FAA's organizational and operational performance. Paul has consistently demonstrated his ability to lead within and across the agency to develop solutions when highly complex supply chain system hazards are identified. In addition to demonstrating his high-level leadership and vision for the AXH oversight program, Paul's day-to-day, consistent, performance with work assignments, employee valuing performance initiatives and maintaining high standards for behavior and conduct have been key to the overall success of the FAA's Hazardous Materials Safety Program.

This past year has presented many operational challenges, and during this time, Paul championed several initiatives concerning oversight operations in an environment that was not ideal for FAA safety programs. Specifically, recognizing the safety related impacts to FAA personnel, industry, and systems; Paul led the development of interim operational policies and procedures. This enabled the remote collection of safety-related data by safety inspectors to continue risk based decision making at a time when traditional methods were not operationally and safely possible.

Paul's leadership and managerial efforts resulted in many changes to his office's oversight policies, processes, procedures and tools. He led change management efforts to champion affected systems and employees. Paul has demonstrated his commitment to promoting changes and seeking input from operational field entities through his frequent messaging to employees, which provides clarity on issues and bridges communication gaps between field operations and leadership. His work serves to mentor frontline managers and inspectors and his exemplary leadership greatly contributed to the success of the Office of Security and Hazardous Materials Safety and the overall FAA safety mission. The benefits of these accomplishments support many initiatives in the endeavor to continue the evolution of the FAA safety oversight model.