



Sejak lama kami memang ingin menulis tentang maskapai ini. Bukan karena tanpa alasan, namun, tidak lain adalah ingin berbagi tentang prestasinya yang luar biasa. Setiap saat selalu timbul pertanyaan apa yang menjadikan maskapai dari sebuah wilayah kecil yang resminya merupakan bagian dari Republic of China ini selalu memperoleh pengakuan dunia terus menerus. Apa yang menjadikannya demikian?. Ringkas kata, ternyata adalah karena keteguhan maskapai ini dalam mempertahankan keselamatan penerbangan sejak mulai beroperasi 29 tahun yang lalu sampai sekarang. Maskapai ini tidak pernah mengalami kecelakaan fatal, bahkan insiden serius sekalipun selama beroperasi.

Prestasi dunia yang diperolehnya, bukanlah berasal dari jumlah pesawat, jenis pesawat baru atau modal besar yang dimilikinya, namun, sangat erat hubungannya dengan kualitas pelayanan dan kinerja semua sumber daya manusia yang mendukungnya, yang melaksanakan budaya keselamatan secara teguh dan utuh.

Berbicara tentang sumber daya manusia pendukungnya, tidak dapat dilepaskan dengan "rumah tangga"-nya, yaitu organisasi. Seorang ahli keselamatan dari NASA yang dikenal dengan nickname Mr. Aviation Safety, Jerome Lederer, mengatakan dalam sebuah wiseword nya bahwa:

*..... "Every accident, no matter how minor, is a failure of the organization."
Jerome Lederer, director of the Flight Safety Foundation for 20 years and
NASA's first director of Manned Flight Safety, 1991.*

Setelah mencermati prestasi maskapai Taiwan ini, dibuatlah judul tersebut di atas. Selanjutnya, agar tulisan singkat ini fokus terhadap




organisasi, dipilihlah deskripsi tanggungjawab dari divisi khusus yang terkait langsung dengan aspek operasi, safety, security, pelayanan penumpang, dan perawatan.

Organization and Management Team

Organization

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According to Articles of Incorporation of EVA Airways Corporation, the Company has to elect minimum 7 to maximum 9 directors during Annual General Shareholders Meeting. The tenure of the directors shall be 3 years. The directors shall consist Board of Directors which is responsible for determining and executing the Company's relative business. The Board of Directors shall elect a Chairman of the Board Directors from among the directors by a major vote at a meeting attend by over two-third of the directors, and may also elected a Vice Chairman in the same manner. The Chairman shall be the representative of the Company to manage all the business operation. To strengthen Corporate Governance and enhance the ability of Board of Directors, the Company sets up Remuneration Committee and Audit Committee which are subordinated under Board of Directors. The Remuneration Committee is responsible for periodically reviewing the remuneration policies of directors and managers and stipulating a reasonable remuneration for them according to their devotion on company operation. The Audit Committee is mainly responsible for monitoring the fair presentation of the Company's financial statements, the appointment, dismissal and independence of CPA as well as the effectiveness of the Company's internal control. The Company also appoint one President to handle the Company's business according to the resolutions of Board of Directors. The appointment and dismissal of the President shall be decided by a resolution to be adopted by majority vote of the directors at a meeting of the Board of Directors attended by at least a majority of the entire directors of the Company.

Department or Division	Description
Corporate Safety, Security & Sustainability Div. 	Responsible for setting up corporate safety, security and sustainability related policies; Establishing safety, and security management systems; Conducting flight and ground staff safety and security training; Responsible for emergency response and accident or incident investigation of EVA operations; Responsible for the implementation of corporate sustainability, environment and energy management program.
Occupational Safety & Health Div	Responsible for the planning and implementation of occupational safety and health management.
Corporate Planning Div.	Responsible for developing the company's management principles, analyzing the managing efficiency, planning flight routes, fuel procurement and negotiations of the freedoms of the air, etc.
Operation Management Dept.	Responsible for the worldwide station operation managements, planning and managing the Star Alliance and concerning projects.
Flight Operations Div.	Responsible for the pilots' recruitment, scheduling, management and training, flight dispatch, analyzing aircraft performances and fuel consumption of routes, formulating operating manual for aircraft and flight simulator equipment management.
Cabin Crew Div 	Responsible for the flight attendant's recruitment, scheduling, management and training, formulating standard operating procedures, etc.
Cabin Service Div.	Responsible for the development, procurement, marketing, warehousing of cabin service supplies, in-flight duty-free products, duty-free preorder products, home delivery shopping products and LOGO products, as well as sky catering management, shopping website management, etc.
Engineering & Maintenance Div. 	Responsible for the aircraft's engineering technologies, maintenance program planning and control, fleets airworthiness monitoring, the audit of aircraft spare part purchase and repair, and so on.



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