Error Decision Aid Results Form

Section I -- General Information

Reference #: ___ ___ ___ ___ ___

Airline: _____

Station of Error: _____

Aircraft Type: _____

Engine Type: _____

Reg. #: ___ ___ ___ ___ ___ ___ ___

Fleet Number: ___ ___ ___ ___ ___ ___

ATA #: ___ ___ ___ ___

Aircraft Zone: _____

Ref. # of previous related event: ___ ___ ___ ___ ___

Interviewer's Name:_____

Interviewer's Telephone #: __ __ __ __ __ __ __ __ __

Date of Investigation: __ __ / __ __ / __ __

Date of Event: __ __ / __ __ / __ __

Time of Event: _ _ : _ _ am pm

Shift of Error: _____

Type of Maintenance (Circle):

    1.   Line -- If Line, what type? _____

    2.   Base --If Base, what type? _____

Date Changes Implemented: __ __ / __ __ / __ __

Section II -- Event

Please select the event (check all that apply)

1. Operations Process Event
   ( ) a. Flight Delay (write in length) _ days _ _ hrs. _ _ min.
   ( ) b. Flight Cancellation
   ( ) c. Gate Return
   ( ) d. In-Flight Shut Down
   ( ) e. Air Turn-Back

   ( ) f. Diversion
   ( ) g. Other (explain below)
( ) 2. Aircraft Damage Event
( ) 3. Personal Injury Event
( ) 4. Rework
( ) 5. Other Event (explain below)

Describe the incident/degradation/failure (e.g., could not pressurize) that caused the event.

Section III -- Maintenance Error

Please select the maintenance error(s) that caused the event:

1. Installation Error
( ) a. Equipment/part not installed
( ) b. Wrong equipment/part installed
( ) c. Wrong orientation
( ) d. Improper location
( ) e. Incomplete installation
( ) f. Extra parts installed
( ) g. Access not closed
( ) h. System/equipment not
    reactivated/deactivated
( ) i. Damaged on installation
( ) j. Cross connection
( ) k. Other (explain below)

2. Servicing Error
( ) a. Not enough fluid
( ) b. Too much fluid
( ) c. Wrong fluid type
( ) d. Required servicing not performed
( ) e. Access not closed
( ) f. System/equipment not
    deactivated/reactivated
( ) g. Other (explain below)

( ) 3. Repair Error (e.g., component or)
    structural repair)

4. Fault Isolation/Test/Inspection Error
( ) a. Did not detect fault
( ) b. Not found by fault isolation
( ) c. Not found by operational/
    functional test
( ) d. Not found by inspection
( ) e. Access not closed
( ) f. System/equipment not
    deactivated/reactivated
( ) g. Other (explain below)

5. Foreign Object Damage Error
( ) a. Material left in aircraft/engine
( ) b. Debris on ramp
( ) c. Debris falling into open systems
( ) d. Other (explain below)

6. Airplane/Equipment Damage Error
( ) a. Tools/equipment used improperly
( ) b. Defective tools/equipment used
( ) c. Struck by/against
( ) d. Pulled/pushed/drove into
( ) e. Other (explain below)

7. Personal Injury Error
( ) a. Slip/trip/fall
( ) b. Caught in/on/between
( ) c. Struck by/against
( ) d. Hazard contacted (e.g., electricity, hot
    or cold surfaces, and sharp surfaces)
( ) e. Hazardous substance exposure (e.g.,
    toxic or noxious substances)
( ) f. Hazardous thermal environment
    exposure (heat, cold, or humidity)
( ) g. Other (explain below)

( ) **8. Other** (explain below)

Describe the specific maintenance error (e.g., auto pressure controller installed in wrong location).

Section IV -- Contributing Factors Checklist

N/A __

A. Information (e.g., work cards, maintenance manuals, service bulletins, maintenance tips, non-routines, IPC, etc.)

__ 1. Not understandable
__ 2. Unavailable/inaccessible
__ 3. Incorrect
__ 4. Too much/conflicting information

__ 5. Update process is too long/complicated
__ 6. Incorrectly modified manufacturer's MM/SB
__ 7. Information not used
__ 8. Other (explain below)

Describe specifically how the selected <u>information</u> factor(s) contributed to the error.

N/A __

B. Equipment/Tools/Safety Equipment

__ 1. Unsafe
__ 2. Unreliable
__ 3. Layout of controls or displays
__ 4. Mis-calibrated
__ 5. Unavailable

__ 6. Inappropriate for the task
__ 7. Cannot use in intended environment
__ 8. No instructions
__ 9. Too complicated
__ 10. Incorrectly labeled

__ 11. Not used
__ 12. Incorrectly used
__ 13. Other (explain below)

Describe specifically how selected <u>equipment/tools/safety equipment</u> factor(s) contributed to the error.

N/A __

C. Aircraft Design/Configuration/Parts

__ 1. Complex
__ 2. Inaccessible
__ 3. Aircraft configuration variability

__ 4. Parts unavailable
__ 5. Parts incorrectly labeled

__ 6. Easy to install incorrectly
__ 7. Other (explain below)

Describe specifically how the selected <u>aircraft design/configuration/parts</u> factor(s) contributed to error.

N/A __

D. Job/Task

__ 1. Repetitive/monotonous
__ 2. Complex/confusing

__ 3. New task or task change
__ 4. Different from other similar tasks

__ 5. Other (explain below)

Describe specifically how the selected <u>job/task</u> factor(s) contributed to the error.

N/A __

E. Technical Knowledge/Skills

__ 1. Skills
__ 2. Task knowledge

__ 3. Task planning
__ 4. Airline process knowledge

__ 5. Aircraft system knowledge
__ 6. Other (explain below)

Describe specifically how the selected <u>technical knowledge/skills</u> factor(s) contributed to the error.

N/A __

F. Individual Factors
- __ 1. Physical health (including hearing and sight)
- __ 2. Fatigue
- __ 3. Time constraints
- __ 4. Peer pressure
- __ 5. Complacency
- __ 6. Body size/strength
- __ 7. Personal event (e.g., family problem, car accident)
- __ 8. Workplace distractions/interruptions during task performance
- __ 9. Memory lapse (forgot)
- __ 10. Other (explain below)

Describe specifically how the selected <u>factors affecting individual performance</u> contributed to the error.

N/A __

G. Environment/Facilities
- __ 1. High noise levels
- __ 2. Hot
- __ 3. Cold
- __ 4. Humidity
- __ 5. Rain
- __ 6. Snow
- __ 7. Lighting
- __ 8. Wind
- __ 9. Vibrations
- __ 10. Cleanliness
- __ 11. Hazardous/toxic substances
- __ 12. Power sources
- __ 13. Inadequate ventilation
- __ 14. Other (explain below)

Describe specifically how the selected <u>environment/facilities</u> factor(s) contributed to the error.

N/A __

H. Organizational Factors
- __ 1. Quality of support from technical organizations (e.g., engineering, planning, technical pubs)
- __ 2. Company policies
- __ 3. Not enough staff
- __ 4. Corporate change/restructuring
- __ 5. Union action
- __ 6. Work process/procedure
- __ 7. Work process/procedure not followed
- __ 8. Work process/procedure not documented
- __ 9. Work group normal practice (norm)
- __ 10. Other (explain below)

Describe specifically how the selected <u>organizational factor(s)</u> contributed to the error.

N/A __

I. Leadership/Supervision
- __ 1. Planning/organization of tasks
- __ 2. Prioritization of work
- __ 3. Delegation/assignment of task
- __ 4. Unrealistic attitude/expectations
- __ 5. Amount of supervision
- __ 6. Other (explain below)

Describe specifically how the selected <u>leadership/supervision</u> factor(s) contributed to the error.

N/A __

J. Communication
- __ 1. Between departments
- __ 2. Between mechanics
- __ 3. Between shifts
- __ 4. Between maintenance crew and lead
- __ 5. Between lead and management
- __ 6. Between flight crew and maintenance
- __ 7. Other (explain below)

Describe specifically how the selected <u>communication</u> factor(s) contributed to the error.

N/A __

K. Other Contributing Factors (explain below)
Describe specifically how this <u>other factor</u> contributed to the error.

Section V – Error Prevention Strategies

A. What current existing procedures, processes, and/or policies in your organization are intended to prevent the incident, but didn't?

( ) **Maintenance Policies or Processes** (specify) _____

( ) **Inspection or Functional Check** (specify) _____

Required Maintenance Documentation
( ) Maintenance manuals (specify) _____
( ) Logbooks (specify) _____
( ) Work cards (specify)_____
( ) Engineering documents (specify) _____
( ) Other (specify) _____

Supporting Documentation
( ) Service Bulletins (specify)_____
( ) Training materials (specify)_____
( ) All-operator letters (specify) _____
( ) Inter-company bulletins (specify) _____
( ) Other (specify) _____

( ) **Other** (specify) _____

B. List recommendations for error prevention strategies.

Recommen-dation #	Contributing Factor #	

(Use additional pages, as necessary)

Section VI – Summary of Contributing Factors, Error, and Event

Provide a brief summary of the event.

(Use additional pages, as necessary)