REDA Results Form

Section I -- General Information

Reference #: ___ ___ ___ ___ ___

Airline: _____

Station of Error: _____

Aircraft Type/Reg. #: _____

Equipment Type: _____

_____

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: _____

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

Section II -- Event

Please select the event (check all that apply)

1. Aircraft Damage Event
( ) a. Cargo door
( ) b. Passenger door
( ) c. Tail
( ) d. Nose/radome
( ) e. Wing/flaps/slats/ailerons
( ) f. Engine/cowl
( ) g. Landing gear/doors
( ) h. Other (explain below)

2. Equipment Damage Event
( ) a Bag tug/cart
( ) b. Loading bridge (jetway)
( ) c Belt loader
( ) d. Container loader
( ) e. Trucks (lav, fueling water, etc)
( ) f. Other (explain below)

3. Operational Process event
( ) a. Flight delay
( ) b. Flight cancellation
( ) c. Gate return
( ) d. Other (explain below)

4. Personal Injury Event
( ) a. Strain
( ) b. Sprain
( ) c. Laceration
( ) d. Contusion
( ) e. Fracture
( ) f. Other (explain below)

5. Environmental Impact Event
( ) a Spill
( ) b. Release
( ) c. Contamination
( ) d. Other (explain below)

6. Other (explain below)

Provide a brief summary of the event.

Section III – Apron System Failure (errors, violations, others)

Please select the apron system failure(s) that caused the event:

1. Equipment/Tools
( ) a. Driven/pushed/towed into
( ) b. Not for intended use
( ) c. Defective equipment
( ) d. Incorrectly operated
( ) e. Equipment left in wrong place
( ) f. Other (explain below)

2. Foreign Object Damage (FOD)
( ) a. Material left on ramp
( ) b. Material dropped into open
  system
( ) c. Material left in aircraft/engine
( ) d. Failure to see foreign objects on ramp
( ) e. Other (explain below)

3. Aircraft Servicing
( ) a. Servicing not performed
( ) b. Servicing not performed in
  required time
( ) c. Not enough fluid
( ) d. Too much fluid
( ) e. Wrong fluid type
( ) f. Access not closed
( ) g. System/equipment not
  deactivated/reactivated
( ) h. Other (explain below)

4. Aircraft Operation
( ) a. Driven into equipment/facility
( ) b. Driven off ramp/taxi way
( ) c. Other (explain below)

5. Aircraft Handling
( ) a. Pushed/towed into
( ) b. Pushed/towed off of
( ) c. Aircraft not pushed/towed
( ) d. Aircraft not pushed/towed in
  required time
( ) e. Other (explain below)

6. Maintenance
( ) a. Maintenance not performed
( ) b. Maintenance not performed in
  required time
( ) c. Equipment/parts not installed
( ) d. Wrong equipment/parts
  installed
( ) e. Incomplete installation
( ) f. Access not closed
( ) g. System/equipment not
  deactivated/reactivated
( ) h. Other (explain below)

7. Fault Isolation/Test/Inspection
( ) 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)

8. Personal injury
( ) a. Slip/tip/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. Incorrect body position for
  manual handling
( ) h. Other (explain below)

Describe the specific ramp system failure

Section IV -- Contributing Factors Checklist

N/A __

A. Information (e.g., written procedure)

__ 1. Not understandable
__ 2. Unavailable/inaccessible
__ 3. Incorrect
__ 4. Too much/conflicting information
__ 5. Insufficient information

__ 6. Update process is too long/complicated
__ 7. Incorrectly modified manufacturer's MM/SB
__ 8. Information not used
__ 9. Inefficient procedure
__ 10.Other (explain below)

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

N/A __

B. Equipment/Tools/Safety Equipment [Personal Protective Equipment (PPE) and Collective Protective Equipment (CPE)]

__ 1. Unsafe
__ 2. Unreliable
__ 3. Layout of controls or displays
__ 4. Not used
__ 5. Unavailable
__ 6. Inappropriate for the task
__ 7. Incorrectly used

__ 8. Cannot use in intended environment
__ 9. Incorrectly used in existing environment
__ 10.Too complicated
__ 11.Incorrectly labeled/marked
__ 12.Not labeled/marked
__ 13. PPE/CPE not used
__ 14.PPE/CPE used incorrectly

__ 15. PPE/CPE unavailable
__ 16. Mis-calibrated
__ 17. No instructions
__ 16. Other (explain below)

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

N/A __

C. Aircraft Design/Configuration/Parts

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

__ 4. Parts (antenna, masts) hard to see
__ 5. Poorly marked

6. __ Other (explain below)

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

N/A __

D. Job/Task

__ 1. Repetitive/monotonous
__ 2. Complex/confusing
__ 3. New task or task change

__ 4. Different from other similar tasks
__ 5. Requires forceful exertions
__ 6. Requires kneeling/bending/stooping

__ 7. Requires twisting
__ 8. Long duration
__ 9 Awkward position
__ 10. Other (explain below)

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

N/A __

E. Technical Knowledge/Skills

__ 1. Skills   __ 4. Airline process knowledge   __ 7. Aircraft system knowledge
__ 2. Task knowledge   __ 5. Vendor process knowledge   __ 8. Aircraft configuration knowledge
__ 3. Task planning   __ 6. Airport process knowledge   __ 9. English language competency
                                                                       __ 10. Other (explain below)

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

N/A __

F. Individual Factors

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

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

N/A __

G. Environment/Facilities/Ramp

__ 1. High noise levels   __ 5. Rain   __ 9. Vibrations   __ 13. Inadequate ventilation
__ 2. Hot   __ 6. Snow   __ 10. Cleanliness   __ 14. Inadequate blast protection
__ 3. Cold   __ 7. Wind   __ 11. Hazardous/toxic substances __ 15. Markings
__ 4. Humidity   __ 8. Lighting   __ 12. Power sources   __ 16. Other (explain below)

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

N/A __

H. Organizational Factors

__ 1. Quality of support from technical organizations   __ 7. Union action
         (e.g., engineering, planning, technical pubs)   __ 8. Work process/procedure
__ 2. Qualify of support from airport vendors   __ 9. Work process/procedure not followed
__ 3. Quality of support from airport organizations   __ 10. Work process/procedure not documented
__ 4. Company policies   __ 11. Work group normal practice (norm)
__ 5. Not enough staff   __ 12. Failure to follow ground guidance
__ 6. Corporate change/restructuring   __ 13 Failure to follow airport authority guidance
                                                         __ 14. Other (explain below)

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

N/A __

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

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

N/A __

J. Communication
__ 1. Between departments   __ 4. Between apron staff and lead   __ 7. Between airline and vendor
__ 2. Between staff   __ 5. Between lead and management   __ 8. Between vendors
__ 3. Between shifts   __ 6. Between flight crew and apron staff   __ 9. Other (explain below)

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

N/A __

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

Section V – Failure Prevention Strategies

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

Apron Operation Policies or Processes (specify) _____

Maintenance Policies or Procedures (specify)

Inspection, Functional Check or Safety Check (specify) _____

Required Maintenance documentation _____

( ) Maintenance manuals (specify) _____

( ) Logbooks (specify)_____

( ) Work cards (specify) _____

( ) Engineering documents (specify)_____

( ) Other (specify) _____

Required Apron Operation Documentation_____

Supporting Documentation_____

( ) Training materials (specify) _____

( ) All operator letters (specify) _____

( ) Inter-company bulletins (specify) _____

( ) Other (specify) _____

B. List recommendations for failure prevention strategies.

Recommen-dation #	Contributing Factor #	

(Use additional pages, as necessary)