

Maintenance Error Decision Aid (MEDA) Results Form

Section I -- General Information

Reference #: _____	Interviewer's Name: _____
Airline: _____	Interviewer's Telephone #: _____
Station of Error: _____	Date of Investigation: ____/____/____
Aircraft Type: _____	Date of Event: ____/____/____
Engine Type: _____	Time of Event: __:__ am pm
Reg. #: _____	Shift of Error: _____
Fleet Number: _____	Type of Maintenance (Circle):
ATA #: _____	1. Line -- If Line, what type? _____
Aircraft Zone: _____	2. Base --If Base, what type? _____
Ref. # of previous related event: _____	Date Changes Implemented: ____/____/____

Section II -- Event

Please select the event (check all that apply)

- | | |
|---|---|
| 1. Operations Process Event | <input type="checkbox"/> f. Diversion |
| <input type="checkbox"/> a. Flight Delay (write in length) _ days __ hrs. __ min. | <input type="checkbox"/> g. Other (explain below) |
| <input type="checkbox"/> b. Flight Cancellation | () 2. Aircraft Damage Event |
| <input type="checkbox"/> c. Gate Return | () 3. Personal Injury Event |
| <input type="checkbox"/> d. In-Flight Shut Down | () 4. Rework |
| <input type="checkbox"/> e. Air Turn-Back | () 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 | () 3. Repair Error (e.g., component or structural repair) | 6. Airplane/Equipment Damage Error |
| <input type="checkbox"/> a. Equipment/part not installed | | <input type="checkbox"/> a. Tools/equipment used improperly |
| <input type="checkbox"/> b. Wrong equipment/part installed | | <input type="checkbox"/> b. Defective tools/equipment used |
| <input type="checkbox"/> c. Wrong orientation | 4. Fault Isolation/Test/Inspection Error | <input type="checkbox"/> c. Struck by/against |
| <input type="checkbox"/> d. Improper location | <input type="checkbox"/> a. Did not detect fault | <input type="checkbox"/> d. Pulled/pushed/drove into |
| <input type="checkbox"/> e. Incomplete installation | <input type="checkbox"/> b. Not found by fault isolation | <input type="checkbox"/> e. Other (explain below) |
| <input type="checkbox"/> f. Extra parts installed | <input type="checkbox"/> c. Not found by operational/functional test | 7. Personal Injury Error |
| <input type="checkbox"/> g. Access not closed | <input type="checkbox"/> d. Not found by inspection | <input type="checkbox"/> a. Slip/trip/fall |
| <input type="checkbox"/> h. System/equipment not reactivated/deactivated | <input type="checkbox"/> e. Access not closed | <input type="checkbox"/> b. Caught in/on/between |
| <input type="checkbox"/> i. Damaged on installation | <input type="checkbox"/> f. System/equipment not deactivated/reactivated | <input type="checkbox"/> c. Struck by/against |
| <input type="checkbox"/> j. Cross connection | <input type="checkbox"/> g. Other (explain below) | <input type="checkbox"/> d. Hazard contacted (e.g., electricity, hot or cold surfaces, and sharp surfaces) |
| <input type="checkbox"/> k. Other (explain below) | | <input type="checkbox"/> e. Hazardous substance exposure (e.g., toxic or noxious substances) |
| 2. Servicing Error | 5. Foreign Object Damage Error | <input type="checkbox"/> f. Hazardous thermal environment exposure (heat, cold, or humidity) |
| <input type="checkbox"/> a. Not enough fluid | <input type="checkbox"/> a. Material left in aircraft/engine | <input type="checkbox"/> g. Other (explain below) |
| <input type="checkbox"/> b. Too much fluid | <input type="checkbox"/> b. Debris on ramp | () 8. Other (explain below) |
| <input type="checkbox"/> c. Wrong fluid type | <input type="checkbox"/> c. Debris falling into open systems | |
| <input type="checkbox"/> d. Required servicing not performed | <input type="checkbox"/> d. Other (explain below) | |
| <input type="checkbox"/> e. Access not closed | | |
| <input type="checkbox"/> f. System/equipment not deactivated/reactivated | | |
| <input type="checkbox"/> g. 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.)**

<input type="checkbox"/> 1. Not understandable	<input type="checkbox"/> 5. Update process is too long/complicated
<input type="checkbox"/> 2. Unavailable/inaccessible	<input type="checkbox"/> 6. Incorrectly modified manufacturer's MM/SB
<input type="checkbox"/> 3. Incorrect	<input type="checkbox"/> 7. Information not used
<input type="checkbox"/> 4. Too much/conflicting information	<input type="checkbox"/> 8. Other (explain below)

Describe specifically how the selected information factor(s) contributed to the error.

N/A ___ **B. Equipment/Tools/Safety Equipment**

<input type="checkbox"/> 1. Unsafe	<input type="checkbox"/> 6. Inappropriate for the task	<input type="checkbox"/> 11. Not used
<input type="checkbox"/> 2. Unreliable	<input type="checkbox"/> 7. Cannot use in intended environment	<input type="checkbox"/> 12. Incorrectly used
<input type="checkbox"/> 3. Layout of controls or displays	<input type="checkbox"/> 8. No instructions	<input type="checkbox"/> 13. Other (explain below)
<input type="checkbox"/> 4. Mis-calibrated	<input type="checkbox"/> 9. Too complicated	
<input type="checkbox"/> 5. Unavailable	<input type="checkbox"/> 10. Incorrectly labeled	

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

N/A ___ **C. Aircraft Design/Configuration/Parts**

<input type="checkbox"/> 1. Complex	<input type="checkbox"/> 4. Parts unavailable	<input type="checkbox"/> 6. Easy to install incorrectly
<input type="checkbox"/> 2. Inaccessible	<input type="checkbox"/> 5. Parts incorrectly labeled	<input type="checkbox"/> 7. Other (explain below)
<input type="checkbox"/> 3. Aircraft configuration variability		

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

N/A ___ **D. Job/Task**

<input type="checkbox"/> 1. Repetitive/monotonous	<input type="checkbox"/> 3. New task or task change	<input type="checkbox"/> 5. Other (explain below)
<input type="checkbox"/> 2. Complex/confusing	<input type="checkbox"/> 4. Different from other similar tasks	

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

N/A ___ **E. Technical Knowledge/Skills**

<input type="checkbox"/> 1. Skills	<input type="checkbox"/> 3. Task planning	<input type="checkbox"/> 5. Aircraft system knowledge
<input type="checkbox"/> 2. Task knowledge	<input type="checkbox"/> 4. Airline process knowledge	<input type="checkbox"/> 6. Other (explain below)

Describe specifically how the selected technical knowledge/skills 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 factors affecting individual performance 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 environment/facilities 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 organizational factor(s) 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 leadership/supervision 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 communication factor(s) contributed to the error.

N/A ___

K. Other Contributing Factors (explain below)

Describe specifically how this other factor 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)