

REDA Results Form

Section I -- General Information

Reference #: _____	Interviewer's Name: _____
Airline: _____	Interviewer's Telephone #: _____
Station of Error: _____	Date of Investigation: ___/___/___
Aircraft Type/Reg. #: _____	Date of Event: ___/___/___
Equipment Type: _____	Time of Event: __:__ am pm
_____	Shift of Error: _____
Ref. # of previous related event: _____	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 used
- 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. Personnel 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 apron system failure

Section IV -- Contributing Factors Checklist

N/A ___

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

- | | |
|---|--|
| <input type="checkbox"/> 1. Not understandable
<input type="checkbox"/> 2. Unavailable/inaccessible
<input type="checkbox"/> 3. Incorrect
<input type="checkbox"/> 4. Too much/conflicting information
<input type="checkbox"/> 5. Insufficient information | <input type="checkbox"/> 6. Update process is too long/complicated
<input type="checkbox"/> 7. Incorrectly modified manufacturer's MM/SB
<input type="checkbox"/> 8. Information not used
<input type="checkbox"/> 9. Other (explain below) |
|---|--|

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

N/A ___

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

- | | | |
|---|--|---|
| <input type="checkbox"/> 1. Unsafe
<input type="checkbox"/> 2. Unreliable
<input type="checkbox"/> 3. Layout of controls or displays
<input type="checkbox"/> 4. Not used
<input type="checkbox"/> 5. Unavailable
<input type="checkbox"/> 6. Inappropriate for the task
<input type="checkbox"/> 7. Incorrectly used | <input type="checkbox"/> 8. Cannot use in intended environment
<input type="checkbox"/> 9. Incorrectly used in existing environment
<input type="checkbox"/> 10. Too complicated
<input type="checkbox"/> 11. Incorrectly labeled/marked
<input type="checkbox"/> 12. Not labeled/marked
<input type="checkbox"/> 13. PPE/CPE not used
<input type="checkbox"/> 12. PPE/CPE used incorrectly | <input type="checkbox"/> 13. PPE/CPE unavailable
<input type="checkbox"/> 14. Mis-calibrated
<input type="checkbox"/> 15. No instructions
<input type="checkbox"/> 16. Other (explain below) |
|---|--|---|

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

N/A ___

C. Aircraft Design/Configuration/Parts

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Complex
<input type="checkbox"/> 2. Inaccessible
<input type="checkbox"/> 3. Aircraft configuration variability | <input type="checkbox"/> 4. Parts (antenna, masts) hard to see
<input type="checkbox"/> 5. Poorly marked | <input type="checkbox"/> 7. Other (explain below) |
|---|---|---|

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

N/A ___

D. Job/Task

- | | | |
|---|---|--|
| <input type="checkbox"/> 1. Repetitive/monotonous
<input type="checkbox"/> 2. Complex/confusing
<input type="checkbox"/> 3. New task or task change | <input type="checkbox"/> 4. Different from other similar tasks
<input type="checkbox"/> 5. Requires forceful exertions
<input type="checkbox"/> 6. Requires kneeling/bending/stooping | <input type="checkbox"/> 7. Requires twisting
<input type="checkbox"/> 8. Long duration
<input type="checkbox"/> 9. Awkward position
<input type="checkbox"/> 10. Other (explain below) |
|---|---|--|

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

N/A ___

E. Technical Knowledge/Skills

- 1. Skills
- 2. Task knowledge
- 3. Task planning
- 3. Airline process knowledge
- 4. Vendor process knowledge
- 5. Airport process knowledge
- 6. Aircraft system knowledge
- 7. Aircraft configuration knowledge
- 8. Other (explain below)

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

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 failure.

N/A ___

G. Environment/Facilities/Ramp

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

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

N/A ___

H. Organizational Factors

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

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

N/A ___

J. Communication

- 1. Between departments 4. Between ramp 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 ramp staff 8. Other (explain below)

Describe specifically how the selected communication factor(s) contributed to the failure.

N/A ___

K. Other Contributing Factors (explain below)

Describe specifically how this other factor 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)