## Section I—General Information

| Reference #: ________________ | Interpreter’s Name: ___________________ |
| Airline: ____________________ | Interpreter’s Telephone #: ________________ |
| Station of Maintenance System Failure: ________________________ | Date of Investigation: __ __/__ __/__ __ |
| Aircraft Type: ________________ | Date of Event: __ __/__ __/__ __ |
| Engine Type: ________________ | Time of Event: __:__ am pm |
| Reg #: ________________ ________________ ________________ | Shift of Failure: ___________________ |
| Fleet Number: ________________ ________________ ________________ | Type of Maintenance (Mx) (circle one): |
| 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
   - a. Flight Delay __ days __ hours __ minutes
   - b. Flight Cancellation
   - c. Gate Return
   - d. In-Flight Shut Down
   - e. Air Turn-Back

2. Aircraft Damage Event

3. Personal Injury Event
   - 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)

4. Rework (e.g., did not pass Ops check/inspection)

5. Airworthiness Control
   - a. Airworthiness Directive overrun
   - b. MEL interpretation/application/removal
   - c. CDL interpretation/application/removal
   - d. Incorrectly deferred/controlled defect
   - e. Airworthiness data interpretation
   - f. Technical log oversight
   - g. Airworthiness Directive overrun
   - h. Modification control
   - i. Configuration control
   - j. Records control
   - k. Component robbery control
   - l. Mx information system (entry or update)
   - m. Time expired part on board aircraft
   - n. Tooling control
   - o. Mx task not correctly documented
   - p. Not authorized/qualified/certified to do task
   - q. Other (explain below)

6. Found during Maintenance

7. Found during Flight

8. Other Event (explain below)

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

## Section III—Maintenance System Failure

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

1. Installation Failure
   - 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 deactived/reactivated
   - i. Damaged on remove/replace
   - j. Cross connection
   - k. Mis-rigging (controls, doors, etc.)
   - l. Consumable not used
   - m. Wrong consumable used
   - n. Unserviceable part installed
   - o. Other (explain below)

2. Servicing Failure
   - 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 deactived/reactivated
   - g. Other (explain below)

3. Repair Failure (e.g., component or structural repair)
   - a. Incorrect

4. Fault Isolation/Test/Inspection failure
   - a. Did not detect fault
   - b. Not found by fault isolation
   - c. Not found by operational/functional test
   - d. Not found by task inspection
   - e. Access not closed
   - f. System/equipment not deactived/reactivated

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

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

7. Personal Injury
   - 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. Maintenance Control Failure
   - a. Scheduled task omitted/late/incorrect
   - b. MEL interpretation/application/removal
   - c. CDL interpretation/application/removal
   - d. Incorrectly deferred/controlled defect
   - e. Airworthiness data interpretation
   - f. Technical log oversight
   - g. Airworthiness Directive overrun
   - h. Modification control
   - i. Configuration control
   - j. Records control
   - k. Component robbery control
   - l. Mx information system (entry or update)
   - m. Time expired part on board aircraft
   - n. Tooling control
   - o. Mx task not correctly documented
   - p. Not authorized/qualified/certified to do task
   - q. Other (explain below)

9. Other (explain below)

Did the Maintenance System Failure “fly” on the aircraft? ( ) Yes ( ) No

Describe the specific maintenance failure (e.g., auto pressure controller installed in wrong location).
IV. Chronological Summary of the Event, including how some Contributing Factors lead to additional Contributing Factors

V. Summary of Recommendations
# Section VI—Contributing Factors Checklist

## A. Information (e.g., work cards, maintenance manuals, service bulletins, maintenance tips, non-routines, illustrated parts catalogs, 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. Inadequate
- 9. Uncontrolled
- 10. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.

## B. Ground Support Equipment/Tools/Safety Equipment

- 1. Unsafe
- 2. Unreliable
- 3. Layout of controls or displays
- 4. Out of calibration
- 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. Inaccessible
- 14. Past expiration date
- 15. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.

## C. Aircraft Design/Configuration/Parts/Equipment/Consumables

- 1. Complex
- 2. Inaccessible
- 3. Aircraft configuration variability
- 4. Parts/equipment unavailable
- 5. Parts/equipment incorrectly labeled
- 6. Easy to install incorrectly
- 7. Not used
- 8. Not user friendly
- 9. Consumable unavailable
- 10. Wrong consumable used
- 11. Expired consumable used
- 12. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.
**D. Job/Task**

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<td></td>
<td>1. Repetitive/monotonous</td>
<td>3. New task or task change</td>
<td>5. Other (explain below)</td>
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<td>2. Complex/confusing</td>
<td>4. Different from other similar tasks</td>
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Describe specifically how the selected job/task factor(s) contributed to the system failure.

Recommendations to correct the Contributing Factors listed above.

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**E. Knowledge/Skills**

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<td>1. Technical skills</td>
<td>4. Airline process knowledge</td>
<td>7. Teamwork skills</td>
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<td></td>
<td>2. Task knowledge</td>
<td>5. Aircraft system knowledge</td>
<td>8. Computing skills</td>
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<td></td>
<td>3. Task planning</td>
<td>6. English language proficiency</td>
<td>9. Other (explain below)</td>
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Describe specifically how the selected knowledge/skills factor(s) contributed to the system failure.

Recommendations to correct the Contributing Factors listed above.

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**F. Individual Factors**

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<tr>
<td></td>
<td>1. Physical health (including hearing and sight)</td>
<td>5. Complacency</td>
<td>10. Visual perception</td>
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<td></td>
<td>3. Time pressure</td>
<td>7. Personal event (e.g., family problem, car accident)</td>
<td>12. Stress</td>
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<td>9. Memory lapse (forgot)</td>
<td>14. Workload/task saturation</td>
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<td>15. Other (explain below)</td>
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Describe specifically how the selected individual factors contributed to the system failure.

Recommendations to correct the Contributing Factors listed above.
G. Environment/Facilities

1. High noise levels
2. Hot
3. Cold
4. Humidity
5. Rain
6. Snow
7. Lightning
8. Wind
9. Vibrations
10. Cleanliness
11. Hazardous/toxic substance
12. Power sources
13. Inadequate ventilation
14. Markings
15. Labels/placards/signage
16. Confined space
17. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.

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. Team building
11. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.

I. Leadership/Supervision

1. Planning/organization of tasks
2. Prioritization of work
3. Delegation/assignment of task
4. Unrealistic attitude/expectations
5. Does not assure that approved process/procedure is followed
6. Amount of supervision
7. Other (explain below)

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

Recommendations to correct the Contributing Factors listed above.
<table>
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<tr>
<th>J. Communication</th>
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<tr>
<td>N/A __</td>
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<tr>
<td>1. Between departments</td>
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<td>2. Between mechanics</td>
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<td>3. Between shifts</td>
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Describe specifically how the selected communication factor(s) contributed to the system failure.

Recommendations to correct the Contributing Factors listed above.