### Background
Since 2001 flight crews have been using LOSA to proactively improve safety and enhance performance. Through peer observations, in strict non-jeopardy conditions, threats and errors are identified and managed before they lead to incidents and accidents. In a joint research and development effort, the FAA and Airline Business Partners recently extended LOSA to the aviation maintenance and ramp environments.

### Benefits of a LOSA Program
- Provide field data to Safety Management System (SMS)
- Identify strengths and weaknesses
- Reduce undesirable events and thereby reduce operating costs
- Improve efficiency

### LOSA Characteristics

<table>
<thead>
<tr>
<th>10 Essential Characteristics</th>
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<tbody>
<tr>
<td>1. Peer-to-peer observations during normal operations</td>
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<td>2. Anonymous, confidential, and non-punitive data collection</td>
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<td>3. Voluntary participation</td>
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<td>4. Trusted and trained observers</td>
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<td>5. Joint management and union sponsorship</td>
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<td>6. Systematic observation instrument based on Threat and Error Management (TEM)</td>
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<td>7. Secure data collection repository</td>
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<td>8. Data verification roundtables</td>
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<td>9. Data-derived targets for enhancement</td>
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<td>10. Feedback of results to the workforce</td>
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### Ready for LOSA?
- Want to enhance SMS data?
- Want to predict challenges?
- Desire to better manage risks?
- Desire to improve performance?
- Have management support?
- Have labor participation?
Enhancing Aviation Maintenance and Ramp Operations Safety

Maintenance and Ramp Line Operations Safety Assessments (M-LOSA & R-LOSA)

Documents to Implement M&R-LOSA available at:
www.faa.gov/about/initiatives/maintenance_hf/losa/

Airport Terminal Services
- Alaska Airlines
- American Airlines
- Boeing
- Delta Airlines
- DGS
- FedEx
- Jet Blue Airways

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