

# Ramp Event Decision Aid (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
Ref. # of previous related event: _____	Shift of 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. Antenna/masts
- i. Other (explain below)

**2. Equipment Damage Event**

- a. Bag tug/cart
- b. Loading bridge/(jetbridge)
- 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. Ground interrupt/gate return/rejected takeoff
- d. Air Interrupt (return to field/diversion)
- e. 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. Weight & Balance/Cargo Event**

- a. Exceeded weight/Center of Gravity (CG) limits
- b. Cargo shifted
- c. Cargo release in aircraft
- d. Live animals (death, escape, etc.)
- e. Dangerous goods incorrectly shipped
- f. Unit Load Device (ULD) failure/used unserviceable ULD
- g. Technically unairworthy conditions (reported after takeoff, reported on Offload)
- h. Spill in aircraft
- i. Contamination of aircraft
- j. Other (explain below)

**7. Other Event (explain below)**

**Describe the specific ramp system failure.**

## Section III – Ramp System Failure

Please select the system failure (check all that apply)

### 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. Signal/connectivity
- g. Battery (e.g., electrical GSE)
- h. 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. Not pushed/towed
- d. Not pushed/towed in required time
- e. Marshalling
- f. 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 Type

- 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. Incorrect body position for manual handling
- h. Other (explain below)

### 9. Weight & Balance

- a. Cargo exceeded weight limit
- b. Cargo loaded in an unbalanced manner
- c. Cargo (e.g., luggage) load/offload tracking error
- d. Incorrect data entries
- e. Delay in reporting error
- f. Other (explain below)

### 10. Other (explain below)

Describe the specific ramp system failure.

## Section IV – Contributing Factors Checklist

N/A \_\_\_

### A. Information (e.g., written procedure, load plan, alerts, HAZMAT paperwork, live animal paperwork)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> 1. Not understandable               | <input type="checkbox"/> 5. Insufficient information                  | <input type="checkbox"/> 9. Inefficient procedure  |
| <input type="checkbox"/> 2. Unavailable/inaccessible         | <input type="checkbox"/> 6. Update process is too long/complicated    | <input type="checkbox"/> 10. Uncontrolled          |
| <input type="checkbox"/> 3. Incorrect                        | <input type="checkbox"/> 7. Incorrectly modified manufacturer's MM/SB | <input type="checkbox"/> 11. Other (explain below) |
| <input type="checkbox"/> 4. Too much/conflicting information | <input type="checkbox"/> 8. Information not used                      |  |

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

N/A \_\_\_

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

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> 1. Defective/unserviceable        | <input type="checkbox"/> 9. Cannot use in intended environment        | <input type="checkbox"/> 16. PPE/CPE unavailable   |
| <input type="checkbox"/> 2. Unsafe                         | <input type="checkbox"/> 10. Incorrectly used in existing environment | <input type="checkbox"/> 17. Out of calibration    |
| <input type="checkbox"/> 3. Unreliable                     | <input type="checkbox"/> 11. Too complicated                          | <input type="checkbox"/> 18. No instructions       |
| <input type="checkbox"/> 4. Layout of controls or displays | <input type="checkbox"/> 12. Incorrectly labeled/marked               | <input type="checkbox"/> 19. Inaccessible          |
| <input type="checkbox"/> 5. Not used                       | <input type="checkbox"/> 13. Not labeled/marked                       | <input type="checkbox"/> 20. Past expiration date  |
| <input type="checkbox"/> 6. Unavailable                    | <input type="checkbox"/> 14. PPE/CPE not used                         | <input type="checkbox"/> 21. Other (explain below) |
| <input type="checkbox"/> 7. Inappropriate for the task     | <input type="checkbox"/> 15. PPE/CPE used incorrectly                 |  |
| <input type="checkbox"/> 8. Incorrectly used               |   |  |

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

N/A \_\_\_

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

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> 1. Complex                          | <input type="checkbox"/> 5. Insufficient information                  | <input type="checkbox"/> 9. Inefficient procedure  |
| <input type="checkbox"/> 2. Unavailable/inaccessible         | <input type="checkbox"/> 6. Update process is too long/complicated    | <input type="checkbox"/> 10. Uncontrolled          |
| <input type="checkbox"/> 3. Incorrect                        | <input type="checkbox"/> 7. Incorrectly modified manufacturer's MM/SB | <input type="checkbox"/> 11. Other (explain below) |
| <input type="checkbox"/> 4. Too much/conflicting information | <input type="checkbox"/> 8. Information not used                      |  |

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

N/A \_\_\_

### D. Job/Task

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 1. Repetitive/monotonous   | <input type="checkbox"/> 4. Different from other similar tasks   | <input type="checkbox"/> 7. Requires twisting      |
| <input type="checkbox"/> 2. Complex/confusing       | <input type="checkbox"/> 5. Requires forceful exertions          | <input type="checkbox"/> 8. Long duration          |
| <input type="checkbox"/> 3. New task or task change | <input type="checkbox"/> 6. Requires kneeling/ bending/ stooping | <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. Knowledge/Skills**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 1. Technical skills          | <input type="checkbox"/> 5. Vendor process knowledge         | <input type="checkbox"/> 9. English language proficiency |
| <input type="checkbox"/> 2. Task knowledge            | <input type="checkbox"/> 6. Airport process knowledge        | <input type="checkbox"/> 10. Teamwork skills             |
| <input type="checkbox"/> 3. Task planning             | <input type="checkbox"/> 7. Aircraft system knowledge        | <input type="checkbox"/> 11. Computing skills            |
| <input type="checkbox"/> 4. Airline process knowledge | <input type="checkbox"/> 8. Aircraft configuration knowledge | <input type="checkbox"/> 12. Other (explain below)       |

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

N/A \_\_\_

**F. Individual Factors**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> 1. Physical health (including hearing and sight) | <input type="checkbox"/> 5. Complacency   | <input type="checkbox"/> 10. Visual perception        |
| <input type="checkbox"/> 2. Fatigue                                       | <input type="checkbox"/> 6. Body size/strength                                  | <input type="checkbox"/> 11. Lack of Assertiveness    |
| <input type="checkbox"/> 3. Time pressure                                 | <input type="checkbox"/> 7. Personal event (e.g., family problem, car accident) | <input type="checkbox"/> 12. Stress                   |
| <input type="checkbox"/> 4. Peer pressure                                 | <input type="checkbox"/> 8. Task distractions/interruptions                     | <input type="checkbox"/> 13. Situation awareness      |
|   | <input type="checkbox"/> 9. Memory lapse (forgot)                               | <input type="checkbox"/> 14. Workload/task saturation |
|   |   | <input type="checkbox"/> 15. Other (explain below)    |

**Describe specifically how the selected individual factors contributed to the failure.**

N/A \_\_\_

**G. Environment/Facilities/Ramp**

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> 1. High noise levels | <input type="checkbox"/> 6. Snow         | <input type="checkbox"/> 11. Hazardous/toxic substances  | <input type="checkbox"/> 16. Lighting                |
| <input type="checkbox"/> 2. Hot               | <input type="checkbox"/> 7. Wind         | <input type="checkbox"/> 12. Power sources               | <input type="checkbox"/> 17. Labels/placards/signage |
| <input type="checkbox"/> 3. Cold              | <input type="checkbox"/> 8. Lightning    | <input type="checkbox"/> 13. Inadequate ventilation      | <input type="checkbox"/> 18. Confined space          |
| <input type="checkbox"/> 4. Humidity          | <input type="checkbox"/> 9. Vibrations   | <input type="checkbox"/> 14. Inadequate blast protection | <input type="checkbox"/> 19. Other (explain below)   |
| <input type="checkbox"/> 5. Rain              | <input type="checkbox"/> 10. Cleanliness | <input type="checkbox"/> 15. Markings                    |  |

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

N/A \_\_\_

**H. Organizational Factors**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> 1. Quality of support from technical Organizations (e.g., maintenance control, dispatch, ground control) | <input type="checkbox"/> 6. Corporate change/restructuring                                      | <input type="checkbox"/> 11. Work group normal practice (norm)            |
| <input type="checkbox"/> 2. Quality of support from airport vendors   | <input type="checkbox"/> 7. Union action  | <input type="checkbox"/> 12. Failure to follow ground guidance            |
| <input type="checkbox"/> 3. Quality of support from airport organizations   | <input type="checkbox"/> 8. Work process/procedure  | <input type="checkbox"/> 13. Failure to follow airport authority guidance |
| <input type="checkbox"/> 4. Company policies  | <input type="checkbox"/> 9. Work process/procedure not followed                                 | <input type="checkbox"/> 14. Team building                                |
| <input type="checkbox"/> 5. Not enough staff  | <input type="checkbox"/> 10. Work process/procedure not documented (e.g., use tribal knowledge) | <input type="checkbox"/> 15. 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 approved
- 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 failure.

N/A

**J. Communication**

- 1. Between departments
- 2. Between staff
- 3. Between shifts
- 4. Between ramp staff and lead
- 5. Between lead and management
- 6. Between flight crew and ramp staff
- 7. Between airline and vendor
- 8. Between vendors
- 9. Between airline and airport
- 10. 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 contributing factors 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?**

- ( ) Ramp Operation Policies or Processes (e.g., Ground Operations Manual, specify) \_\_\_\_\_
- ( ) Maintenance Policies or Procedures (specify) \_\_\_\_\_
- ( ) Inspection, Functional Check or Safety Check (specify) \_\_\_\_\_
- ( ) Required Maintenance Documentation \_\_\_\_\_
- ( ) Required Ramp Operation Documentation \_\_\_\_\_
- ( ) Supporting Documentation
  - ( ) Training materials (specify) \_\_\_\_\_
  - ( ) All operator letters (specify) \_\_\_\_\_
  - ( ) Inter-company bulletins (specify) \_\_\_\_\_
  - ( ) Other (specify) \_\_\_\_\_

**B. List recommendations for system failure prevention strategies.**

Recommen- Contributing  
dation # Factor # Recommendation

Recommen- dation #	Contributing Factor #	Recommendation

(Use additional pages, as necessary)

**VI – Chronological Summary of the Event**

**Summarize the event, including how some Contributing Factors lead to additional Contributing Factors**

(Use additional pages, as necessary)