

CHANGE

DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
GREAT LAKES REGION

GL 7210.10 Chg. 1

2/10/83

Cancellation

Date: After basic
is canceled

SUBJ: OPERATIONAL ERROR PREVENTION PROGRAM

1. PURPOSE. This change corrects the paragraph referenced in paragraph 7.
2. Pen and Ink Change. Paragraph 7, first line "paragraph 3" change to "paragraph 5."

for 
Kenneth C. Patterson
Manager, Air Traffic Division

Distribution: A-X(AT)-3; A-FAT-0 (Ltd)

Initiated By: AGL-505

ORDER

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
GREAT LAKES REGION**

GL 7210.10

1/26/83

SUBJ: OPERATIONAL ERROR PREVENTION PROGRAM

1. PURPOSE. This order summarizes and formalizes the operational error prevention programs currently being performed at several of our facilities, provides additional guidance, and establishes an operational error prevention program which includes all Great Lakes air traffic facilities.
2. DISTRIBUTION. This order is distributed to the staff/branch level in the Air Traffic Division and to all Great Lakes air traffic field facilities.
3. CANCELLATION. Order GL 8020.17A, "System Error Prevention Program," dated November 11, 1976 is canceled.
4. BACKGROUND. The frequency of operational error occurrence correlates to a considerable degree, directly with facility complexity and activity. Error occurrences at less complex facilities have been random in distribution. In general, however, the same cause factors and statistical data apply to both complex and non-complex facilities.

These factors and data clearly indicate the greatest emphasis must be placed on improving individual performance. More than 98% of all Great Lakes operational errors are caused by human error. The primary causal factors are: poor judgment; a lack of correct communications; failure to observe or properly analyze displayed data and lack of proper coordination. A majority of the time these errors occur with light to moderate traffic conditions.

5. ACTION. Facility managers shall be responsible for developing and continuing operational error prevention programs appropriate to the activity level of their facilities. This shall include:
 - a. Problem awareness program. Facility posters, video tapes presentation of operational errors, operational error analysis bulletins, briefings, etc., are methods to achieve and maintain awareness.
 - b. Refresher Training Program. Emphasis must be placed on refresher training for specialists to correct poor techniques which could result in error involvement.

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c. Supervisory Effectiveness Program. Responsibilities and functional authority of each level of facility supervision shall be reviewed and action taken to assure supervisors improve the quality of facility performance by:

(1) Providing motivation for subordinates through effective leadership.

(2) Effective performance evaluations of subordinates, requiring completion of specific refresher training or other appropriate action where needed.

(3) Effective participation in the total operational error prevention program.

d. Operational Effectiveness Program. Facility operation shall be examined to assure internal operating instructions, letters of agreement, sectoring, equipment layout, etc., are designed to reduce coordination requirements to a minimum.

6. RELATED DOCUMENTS.

a. Order 7210.41, Air Traffic Service Operational Error/Deviation Investigation and Reporting Program.

b. 7110.65, Air Traffic Control Handbook.

c. 7210.3, Facility Management Handbook.

d. 3120.4, Air Traffic Training Handbook.

e. Facility Operations Orders.

7. MISCELLANEOUS. Compliance with the action required in paragraph 3 will be reviewed by personnel of the Evaluation Staff, AGL-505, during facility evaluations.


Kenneth C. Patterson
Manager, Air Traffic Division

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