Appendix 2: SnapCharT®

Causal Analysis
Implementation of Capstone Phase I
Yukon Kuskokwim Delta, Western Alaska
System Safety and Analysis Branch, AAL-240
March 5, 2003
UAA contracted to develop training program: coordinated with flight standards

ASI received overview briefings from Capstone Office

ASI attendance not mandatory

Not all ASIs attended briefings

No attendance list kept

Briefings varied in formality and may or may not have been scheduled

There is no formal, mandatory, & documented training on ASI responsibilities

Equipment is not included on MELs (on equip list?)

STC conflicts with HBAW 00-05

Maintenance training for setting codes when reinstalling a box?

Avionics and Maintenance inspectors received limited written policy and guidance on Capstone installations

CPO worked directly with operators on installation

Operators given expectation that SVFR handling will improve (Mitre Report)

SVFR is not affected by use of Capstone equipment

UAA training designed part of operators’ approved training program

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Equipment was installed and used before any training was done.

PTRS documentation of installation inconsistent

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Equipment was installed and used before any training was done.

PTRS documentation of installation inconsistent
Training on use of the equipment was optional for ASIs.

CPO invited ASIs to attend this same training at UAA.

Training on use of the equipment was optional for ASIs.

No record was kept of inspectors who completed the full technical training.

UAA training was delivered before operators had approved training programs.

UAA distributed training program modules to operators.

Some operators modified program to meet company needs, others used canned program.

UAA did initial train-the-trainer technical equipment training. Some operators then did their own training.

Operators submitted training programs to PIs for approval.

CPO invited ASIs to attend this same training at UAA.

Some operators modified program to meet company needs, others used canned program.

NPTRS shows limited surveillance of training, including checkride.

UAA distributed training program modules to operators.

Some operators used other operator instructors to conduct training.

No record was kept of inspectors who completed the full technical training.

FAA approval for training programs was not accomplished IAW Order 8400.10.

NPTRS does not show training program approvals.

Training programs approved.

CPO states the training module is 8400.10 compliant.

FAA approval for training programs was not accomplished IAW Order 8400.10.

NPTRS shows limited surveillance of training, including checkride.

Initial approval may have expired on many programs without final approval.
Don't have a method to measure all process outcomes

Problem:
- Pilots/operators are not fully using/implementing the Capstone program as intended

Analysis by UAA shows lack of retention of information passed during training
- Most operators did not have written policy or procedure for using Capstone equipment
- Many operators say the policy is contained in training program
- Most carriers did not receive surveillance on Capstone system

UAA states that some training materials are unopen on operator shelves
- Training module not delivered to every pilot that used Capstone

NPTRS shows a total of 113 records with "Capstone" in regional use block

FAA King Air instructors received Capstone training
- Capstone is part of the 135 approved training program, initial approval dated 11/99
- Not all King Air instructors trained (just FAR135??)
- King Air not used to provide Capstone training to other ASIs
- Review of King Air certificate F92C shows initial approval expired December 2002

Is the King Air a good platform to provide ASI training?

Most pilots did not know company policy for using Capstone
- Many operators say the policy is contained in training program
- Most carriers did not receive surveillance on Capstone system
- Most pilots did not know company policy for using Capstone

Many operators say the policy is contained in training program

Most operators did not have written policy or procedure for using Capstone equipment

Most carriers did not receive surveillance on Capstone system

Pilots received training in Capstone

Operators are using Capstone equipment