



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# InFO

Information for Operators

InFO 10002  
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Flight Standards Service  
Washington, DC

[http://www.faa.gov/other\\_visit/aviation\\_industry/airline\\_operators/airline\\_safety/info](http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info)

*An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.*

**Subject:** Industry Best Practices Reference List

**Purpose:** To consolidate guidance on industry best practices in operational areas such as checklist design, training, procedures, crew resource management, and error trapping.

**Background:** In August 2008, a Boeing DC-9-82 (MD-82) crashed after takeoff from runway 36 left at Madrid Barajas International Airport, Madrid, Spain. This investigation is ongoing, but initial findings identify the need for safety improvements in carrier operations. Consolidation of the numerous resources which provide information and guidance on air carrier operations and procedures, including checklist design, facilitates the use of these resources. The Federal Aviation Administration (FAA) is consolidating these resources into a single public website for use by operators and crew members. The content of that website includes a list of best practice resources and hyperlinks to nearly all of these resources. This content may be found by clicking on the following link, [InFO 10002SUP.pdf](#).

**Recommended Action:** Directors of safety, directors of operations, training managers, and trainers of flight crew should be familiar with the list of best practices resources in this InFO. Directors of operations and training managers should review their approved programs and operating procedures to determine if any areas of operation need to be improved based on these best practice documents.

**Point of Contact:** If you have any questions regarding this InFO or if you know of any resources that should be included in this reference list, please direct communications to the 121 Air Carrier Operations Branch, AFS-220, at (202) 267-9518.