



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

SAFO

Safety Alert for Operators

SAFO 06015
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Flight Standards Service
Washington, DC

http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/safo

A SAFO contains important safety information and may include recommended action. SAFO content should be especially valuable to air carriers in meeting their statutory duty to provide service with the highest possible degree of safety in the public interest.

SUBJECT: Remedial Training for Part 121 Pilots.

PURPOSE: This SAFO promotes voluntary implementation of remedial training for pilots with persistent performance deficiencies.

BACKGROUND: On December 18, 2003, a Boeing MD-10-10F crashed while landing during a visual approach. There were no fatalities, but the airplane sustained substantial damage. Investigation revealed that the first officer, who had been the pilot flying, failed to properly arrest the airplane's descent rate (flare) before touching down.

A review of the training records of the pilot in question revealed numerous failed proficiency checks. This review prompted the NTSB to recommend that the FAA require each 14 CFR part 121 certificate holder to review the performance history of any crewmember who has demonstrated deficiencies, and to provide additional training and oversight to correct those deficiencies. The FAA agrees with the Board's intent.

DISCUSSION: Many air carriers have already voluntarily incorporated remedial training modules to supplement their approved training programs. These modules have been developed through close collaboration between pilot groups and managers. They are carefully designed and implemented in ways that are mutually desirable, and have proven to be effective in addressing and correcting below-standard pilot performance.

RECOMMENDED ACTION: The director of safety of each certificate holder without a voluntary remedial training module should recommend a process to top managers that would identify pilots who have persistent performance deficiencies, and/or who have experienced multiple failures in training and checking. This process should engage representatives of the pilots themselves and should accomplish three objectives: (1) to review the entire performance history of any pilot in question; (2) to provide additional remedial training as necessary; and (3) to provide additional oversight by the certificate holder to ensure that performance deficiencies are effectively addressed and corrected.