

### Background

Since 2001 flight crews have been using LOSA to proactively improve safety and enhance performance. Through peer observations, in strict non-jeopardy conditions, threats and errors are identified and managed before they lead to incidents and accidents. In a joint research and development effort, the FAA and Airline Business Partners recently extended LOSA to the aviation maintenance and ramp environments.

### Benefits of a LOSA Program

- Provide field data to Safety Management System (SMS)
- Identify strengths and weaknesses
- Reduce undesirable events and thereby reduce operating costs
- Improve efficiency

### 10 Essential Characteristics

1. Peer-to-peer observations during normal operations
2. Anonymous, confidential, and non-punitive data collection
3. Voluntary participation
4. Trusted and trained observers
5. Joint management and union sponsorship
6. Systematic observation instrument based on Threat and Error Management (TEM)
7. Secure data collection repository
8. Data verification roundtables
9. Data-derived targets for enhancement
10. Feedback of results to the workforce



- Want to enhance SMS data?
- Want to predict challenges?
- Desire to better manage risks?
- Desire to improve performance?
- Have management support?
- Have labor participation?

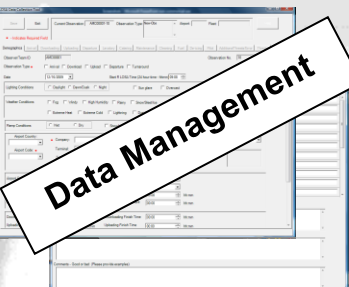
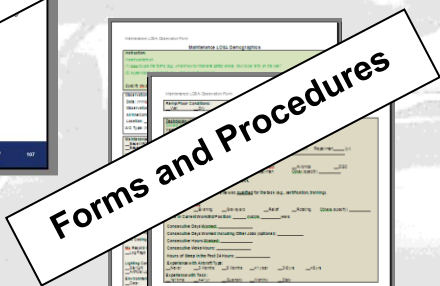
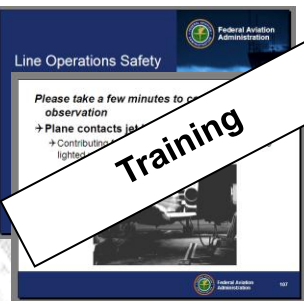




### Documents to Implement M&R-LOSA

available at:

[www.faa.gov/about/initiatives/maintenance\\_hf/losa/](http://www.faa.gov/about/initiatives/maintenance_hf/losa/)



**Airport Terminal Services**

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**UPS**

**Maintenance and Ramp  
Line Operations Safety  
Assessments  
(M-LOSA & R-LOSA)**

**Enhancing Aviation Maintenance and  
Ramp Operations Safety**



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