

SAMPLE LETTER TO THE AVIATION MAINTENANCE TECHNICIANS

To: All XX Aviation Maintenance Technicians
From: (Name) Senior Director, Maintenance
(Name) Director, Training and Standards
(Name) Director, Safety and Quality Assurance
(Name) Chairman, Union Safety Committee
Subject: Line Operations Safety Audit (LOSA)

Beginning mid-October and continuing for approximately five weeks, this airline will conduct a Line Operations Safety Assessment (LOSA). LOSA observations are no-jeopardy events, and all data are confidential and de-identified. LOSA data go directly to the XX Research Program for data entry and analysis.

We will use our own active aviation maintenance technicians to conduct observations. Be assured that these observations are not performance audits. Although some LOSA observers may be leads, they are not there to critique your performance - their mission is to be an unobtrusive observer and to fill out data collection.

The ultimate customer of the audit is you, the aviation maintenance technician. The audit should help us identify problem areas so that we can correct them and make your job easier. Did you ever see a procedure that could be done better, but didn't feel like you had a way to feed that idea into the system for possible change? Are some procedures better than others as far as helping avoid, trap and mitigate errors? LOSA should help us identify the strengths and weaknesses of our procedures, and with that information, management is committed to making necessary changes to continually improve the way that we do business.

In short, we're doing a LOSA so that we can improve the system to better support you. After the audit is completed, we're committed to telling you how it went, and how we plan to make improvements.

Please extend your usual professional courtesies to the LOSA observation team, and thank you for your cooperation.

Sincerely,
(Name) Senior Director, Maintenance
(Name) Director, Training and Standards
(Name) Director, Safety and Quality Assurance
(Name) Chairman, Union Safety Committee