

Maintenance Error Decision Aid (MEDA) Results Form

Section I—General Information

Reference #: _____	Interviewer's Name: _____
Airline: _____	Interviewer's Telephone #: _____
Station of Error: _____	Date of Investigation: ___/___/___
Aircraft Type: _____	Date of Event: ___/___/___
Engine Type: _____	Time of Event: __:__ am pm
Reg. #: _____	Shift of Error: _____
Fleet Number: _____	Type of Maintenance (Circle):
ATA #: _____	1. Line -- If Line, what type? _____
Aircraft Zone: _____	2. Base --If Base, what type? _____
Ref. # of previous related event: _____	Date Changes Implemented: ___/___/___

Section II—Event

Please select the event (check all that apply)

1. Operations Process Event

- () a. Flight Delay (write in length) _ days __ hrs. __ min.
 () b. Flight Cancellation
 () c. Gate Return
 () d. In-Flight Shut Down
 () e. Air Turn-Back

() f. Diversion

() g. Other (explain below)

() 2. Aircraft Damage Event

() 3. Personal Injury Event

() 4. Rework

() 5. Other Event (explain below)

Describe the incident/degradation/failure (e.g., could not pressurize) that caused the event.

Section III—Maintenance System Failure

Please select the maintenance system failure(s) that caused the event:

1. Installation failure

- () a. Equipment/part not installed
 () b. Wrong equipment/part installed
 () c. Wrong orientation
 () d. Improper location
 () e. Incomplete installation
 () f. Extra parts installed
 () g. Access not closed
 () h. System/equipment not reactivated/deactivated
 () i. Damaged on installation
 () j. Cross connection
 () k. Other (explain below)

() 3. Repair failure (e.g., component or structural repair)

4. Fault Isolation/Test/Inspection failure

- () a. Did not detect fault
 () b. Not found by fault isolation
 () c. Not found by operational/functional test
 () d. Not found by inspection
 () e. Access not closed
 () f. System/equipment not deactivated/reactivated
 () g. Other (explain below)

6. Airplane/Equipment Damage

- () a. Tools/equipment used improperly
 () b. Defective tools/equipment used
 () c. Struck by/against
 () d. Pulled/pushed/drove into
 () e. Other (explain below)

7. Personal Injury

- () a. Slip/trip/fall
 () b. Caught in/on/between
 () c. Struck by/against
 () d. Hazard contacted (e.g., electricity, hot or cold surfaces, and sharp surfaces)
 () e. Hazardous substance exposure (e.g., toxic or noxious substances)
 () f. Hazardous thermal environment exposure (heat, cold, or humidity)
 () g. Other (explain below)

2. Servicing failure

- () a. Not enough fluid
 () b. Too much fluid
 () c. Wrong fluid type
 () d. Required servicing not performed
 () e. Access not closed
 () f. System/equipment not deactivated/reactivated
 () g. Other (explain below)

5. Foreign Object Damage

- () a. Material left in aircraft/engine
 () b. Debris on ramp
 () c. Debris falling into open systems
 () d. Other (explain below)

() 8. Other (explain below)

Describe the specific maintenance failure (e.g., auto pressure controller installed in wrong location).

Section IV—Contributing Factors Checklist

N/A ___

A. Information (e.g., work cards, maintenance manuals, service bulletins, maintenance tips, non-routines, IPC, etc.)

- | | |
|---|--|
| <input type="checkbox"/> 1. Not understandable
<input type="checkbox"/> 2. Unavailable/inaccessible
<input type="checkbox"/> 3. Incorrect
<input type="checkbox"/> 4. Too much/conflicting information | <input type="checkbox"/> 5. Update process is too long/complicated
<input type="checkbox"/> 6. Incorrectly modified manufacturer's MM/SB
<input type="checkbox"/> 7. Information not used
<input type="checkbox"/> 8. Other (explain below) |
|---|--|

Describe specifically how the selected information factor(s) contributed to the system failure.

N/A ___

B. Equipment/Tools/Safety Equipment

- | | | |
|---|--|--|
| <input type="checkbox"/> 1. Unsafe
<input type="checkbox"/> 2. Unreliable
<input type="checkbox"/> 3. Layout of controls or displays
<input type="checkbox"/> 4. Mis-calibrated
<input type="checkbox"/> 5. Unavailable | <input type="checkbox"/> 6. Inappropriate for the task
<input type="checkbox"/> 7. Cannot use in intended environment
<input type="checkbox"/> 8. No instructions
<input type="checkbox"/> 9. Too complicated
<input type="checkbox"/> 10. Incorrectly labeled | <input type="checkbox"/> 11. Not used
<input type="checkbox"/> 12. Incorrectly used
<input type="checkbox"/> 13. Other (explain below) |
|---|--|--|

Describe specifically how selected equipment/tools/safety equipment factor(s) contributed to the system failure.

N/A ___

C. Aircraft Design/Configuration/Parts

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Complex
<input type="checkbox"/> 2. Inaccessible
<input type="checkbox"/> 3. Aircraft configuration variability | <input type="checkbox"/> 4. Parts unavailable
<input type="checkbox"/> 5. Parts incorrectly labeled
<input type="checkbox"/> 6. Easy to install incorrectly | <input type="checkbox"/> 7. Not used
<input type="checkbox"/> 8. Other (explain below) |
|---|---|---|

Describe specifically how the selected aircraft design/configuration/parts factor(s) contributed to system failure.

N/A ___

D. Job/Task

- | | | |
|--|---|---|
| <input type="checkbox"/> 1. Repetitive/monotonous
<input type="checkbox"/> 2. Complex/confusing | <input type="checkbox"/> 3. New task or task change
<input type="checkbox"/> 4. Different from other similar tasks | <input type="checkbox"/> 5. Other (explain below) |
|--|---|---|

Describe specifically how the selected job/task factor(s) contributed to the system failure.

N/A ___

E. Technical Knowledge/Skills

- | | | |
|---|--|---|
| <input type="checkbox"/> 1. Skills
<input type="checkbox"/> 2. Task knowledge
<input type="checkbox"/> 3. Task planning | <input type="checkbox"/> 4. Airline process knowledge
<input type="checkbox"/> 5. Aircraft system knowledge
<input type="checkbox"/> 6. English language proficiency | <input type="checkbox"/> 7. Other (explain below) |
|---|--|---|

Describe specifically how the selected technical knowledge/skills factor(s) contributed to the system failure.

N/A ___

F. Individual Factors

- 1. Physical health (including hearing and sight)
- 2. Fatigue
- 3. Time constraints
- 4. Peer pressure
- 5. Complacency
- 6. Body size/strength
- 7. Personal event (e.g., family problem, car accident)
- 8. Workplace distractions/interruptions during task performance
- 9. Memory lapse (forgot)
- 10. Visual perception
- 11. Other (explain below)

Describe specifically how the selected factors affecting individual performance contributed to the system failure.

N/A ___

G. Environment/Facilities

- 1. High noise levels
- 2. Hot
- 3. Cold
- 4. Humidity
- 5. Rain
- 6. Snow
- 7. Lighting
- 8. Wind
- 9. Vibrations
- 10. Cleanliness
- 11. Hazardous/toxic substance
- 12. Power sources
- 13. Inadequate ventilation
- 14. Markings
- 15. Other (explain below)

Describe specifically how the selected environment/facilities factor(s) contributed to the system failure.

N/A ___

H. Organizational Factors

- 1. Quality of support from technical organizations (e.g., engineering, planning, technical pubs)
- 2. Company policies
- 3. Not enough staff
- 4. Corporate change/restructuring
- 5. Union action
- 6. Work process/procedure
- 7. Work process/procedure not followed
- 8. Work process/procedure not documented
- 9. Work group normal practice (norm)
- 10. Other (explain below)

Describe specifically how the selected organizational factor(s) contributed to the system failure.

N/A ___

I. Leadership/Supervision

- 1. Planning/organization of tasks
- 2. Prioritization of work
- 3. Delegation/assignment of task
- 4. Unrealistic attitude/expectations
- 5. Amount of supervision
- 6. Other (explain below)

Describe specifically how the selected leadership/supervision factor(s) contributed to the system failure.

N/A ___

J. Communication

- 1. Between departments
- 2. Between mechanics
- 3. Between shifts
- 4. Between maintenance crew and lead
- 5. Between lead and management
- 6. Between flight crew and maintenance
- 7. Other (explain below)

Describe specifically how the selected communication factor(s) contributed to the system failure.

N/A ___

K. Other Contributing Factors (explain below)

Describe specifically how this other factor contributed to the system failure.

Section V—Event Prevention Strategies

A. What current existing procedures, processes, and/or policies in your organization are intended to prevent the incident, but didn't?

Maintenance Policies or Processes (specify) _____

Inspection or Functional Check (specify) _____

Required Maintenance Documentation

Maintenance manuals (specify) _____

Logbooks (specify) _____

Work cards (specify) _____

Engineering documents (specify) _____

Other (specify) _____

Supporting Documentation

Service Bulletins (specify) _____

Training materials (specify) _____

All-operator letters (specify) _____

Inter-company bulletins (specify) _____

Other (specify) _____

Other (specify) _____

B. List recommendations for event prevention strategies.

Recommendation #	Contributing Factor #	

(Use additional pages, as necessary)

Section VI – Summary of Contributing Factors, System Failures, and Event

Provide a brief summary of the event.

(Use additional pages, as necessary)