

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 Error

Please select the maintenance error(s) that caused the event:

1. Installation Error

- 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 Error (e.g., component or structural repair)

4. Fault Isolation/Test/Inspection Error

- 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 Error

- 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 Error

- 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 Error

- 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 Error

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

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

N/A ___

B. Equipment/Tools/Safety Equipment

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

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

N/A ___

C. Aircraft Design/Configuration/Parts

- | | | |
|--|---|---|
| <input type="checkbox"/> 1. Complex | <input type="checkbox"/> 4. Parts unavailable | <input type="checkbox"/> 6. Easy to install incorrectly |
| <input type="checkbox"/> 2. Inaccessible | <input type="checkbox"/> 5. Parts incorrectly labeled | <input type="checkbox"/> 7. Other (explain below) |
| <input type="checkbox"/> 3. Aircraft configuration variability | | |

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

N/A ___

D. Job/Task

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

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

N/A ___

E. Technical Knowledge/Skills

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

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

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. Other (explain below)

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

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 substances
- 12. Power sources
- 13. Inadequate ventilation
- 14. Other (explain below)

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

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 error.

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 error.

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 error.

N/A ___

K. Other Contributing Factors (explain below)

Describe specifically how this other factor contributed to the error.

Section V – Error 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 error prevention strategies.

Recommen- dation #	Contributing Factor #	

(Use additional pages, as necessary)

Section VI – Summary of Contributing Factors, Error, and Event

Provide a brief summary of the event.

(Use additional pages, as necessary)