ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
WESTERN-PACIFIC REGION

WP 7210.9B

07/29/85

SUBJ: OPERATIONAL ERROR/DEVIATION PREVENTION PROGRAM

1. PURPOSE. This order describes the Western-Pacific Region's Operational Error/Deviation Prevention Program which is designed to effectively reduce operational errors/deviations within the Air Traffic Control System.

2. DISTRIBUTION. This order is distributed to branch level in the Air Traffic Division, and Standard Distribution to all Air Traffic field facilities within the Western-Pacific Region.

3. CANCELLATION. WP 7210.9A, Western-Pacific Region's Operational Error/Deviation Prevention Program, dated 5/30/83, is cancelled.

4. BACKGROUND. There is a need for a continuous and concentrated effort to reduce operational errors that occur within the Air Traffic System. The data compiled from operational errors/deviations are analyzed to determined causal factors and trends. To be effective, this data must be considered with full awareness of the current and future capability of the controllers operating the system. The importance of general supervision has been magnified by the requirement that the supervisor be even more aware of operational deficiencies among the workforce than ever before.

5. RESPONSIBILITIES.

a. Facility

(1) Air Traffic Managers are responsible for developing and implementing an Operational Error/Deviation Plan. The effectiveness of these plans is only as good as the accountability built into them. Therefore, each plan shall include as a minimum: supervision, training, review and evaluation.

(a) Supervision. Direct supervision in the operational quarters is essential to supplement the capability and capacity of controllers with the first-line supervisors' expertise and judgment. It must also be realized that the primary function of a supervisor is to supervise. Review annually the role of the supervisor and facility progress as it relates to your facility's experience level.

(b) Training. During the rebuilding of the Air Traffic System, new employees are beginning their careers at high density facilities. The need arises to emphasize positive control techniques, aircraft performance characteristics, good operating practices and Standard Operating Practices (SOP). Each facility shall develop and maintain a local trend of

causal factors contributing to errors and incorporate them in classroom, ETG or DYSIM as part of an employee's training prior to entering OJT in the control room. Brief all personnel on National/Regional Operational Error/Deviation trends and facility operational errors/deviations. Maintain an ongoing program to improve phraseology utilizing the tape talk program and, where necessary, use classroom instruction. Develop a position overview for each position of operation and include this in the position binders. This overview should include: traffic flow descriptions, confliction areas, tower non-visibility areas, radar limitations, other facilities' positions impact, good operating practices and any other items of concern.

(c) Review. Review and validate existing facility training programs based on your facility's success in accomplishing certification. Facility plans shall be reviewed annually and updated as necessary.

(d) Evaluation. Analyze facility error/deviation occurrences to detect weaknesses and reinforce training. Each Air Traffic Manager shall meet periodically with area supervisors, area managers, and staff to determine that personnel are being held accountable as necessary.

(2) Appendix 1 to this order contains a description of causal factors that follows the general format of pages 14 and 15 of FAA Form 7210-3, Final Operational Error/Deviation Report. These causal factors shall be compared to your facility errors/deviations to determine local trends and used as team briefing items.

(a) Facilities shall utilize FAB/HRC, and Quality Circle participation in development of facility plans.

(b) Facility plans shall be submitted to the Air Traffic Division Evaluation Staff, AWP-505, within 120 days of the effective date of this order.

(c) Facility plans shall be reviewed at least annually and updated as necessary.

(d) All personnel shall be briefed on the contents of this order.

b. Air Traffic Division.

(1) The Air Traffic Division shall be responsible for ensuring that all Air Traffic facilities have developed and implemented an Operational Error/Deviation Prevention Plan in accordance with this order.

(2) The Evaluation Staff will compile and analyze causal factors to identify regionwide trends and distribute to field facilities semi-annually.

(3) The Air Traffic Division Manager shall direct regional specialists on their visits to field facilities, to discuss with facility management the effectiveness of their Operational Error/Deviation Program.

(4) The Evaluation Staff will conduct on-site facility evaluations of investigative proceedings and program administration to determine the effectiveness and uniformity of the program.

(5) The Air Traffic Division will provide regional assistance to facilities as required.

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APPENDIX 1
CAUSAL FACTORS

1. DATA POSTING. A data posting error is any error of calculation, omission or incomplete data, erroneous entries, handling, or subsequent revisions to this data. This includes errors in posting and recording data. IT DOES NOT INCLUDE errors involved in receiving, transmitting, coordinating, or otherwise forwarding this information.

2. RADAR DISPLAY.

a. Misidentification. Radar misidentification means a failure to properly identify the correct target, and includes subsequent errors committed after the original identification was properly accomplished.

b. Inappropriate Use of Displayed Data. A data or display information error occurs due to a failure to maintain constant surveillance of a flight data display or traffic situation, and to properly present or utilize the information presented by the display or situation.

3. AIRCRAFT OBSERVATION (Towers Only). An aircraft observation error is a causal factor associated with the exchange of information between two or more people (e.g., pilots and specialists). It refers to the failure of human communication - not communication equipment.

4. COMMUNICATION

a. Phraseology. Use of incorrect or improper phraseology.

b. Transposition. Errors due to transposition of words, numbers, or symbols by either oral or written means. This involves writing/saying one thing while thinking/hearing something else.

c. Misunderstanding. The failure to communicate clearly and concisely so that no misunderstanding exists for any actions contemplated or agreed upon.

d. Readback. The failure to identify improper or incorrect readback of information.

e. Acknowledgment. The failure to obtain an acknowledgment for the receipt of information.

f. Other. These are causal factors which are not adequately defined in the above-mentioned categories.

5. COORDINATION. Any factor associated with a failure to exchange required information. This includes coordination between individuals; positions of operation; and facilities for the exchange of information, such as APREQ's, position reports, forwarding of flight data, etc.

6. POSITION RELIEF BRIEFING DEFICIENCIES NOTED. Relief briefing errors are special errors of both communications and coordination which occur as the result of position relief. They include such things as: failure to give a relief briefing, failure to request a briefing, incomplete or erroneous briefing, etc.