



FRONTLINE SAFETY UPDATE

Brought to you by the M&E Aviation Safety Action Program (ASAP), Regulatory Affairs and Safety / Maintenance Resource Management operating units. Please discuss these events with your working partners and determine how you as an individual can arm yourself to prevent falling victim to these Human Factor elements. These are actual American Airlines incidents.

NOVEMBER Stress - Safety Nets

*Take a short break when needed!

Human Factors Dirty Dozen - (*Judgement Interference Causes*)

- * Complacency * Lack of Knowledge * Distraction * Pressure *
- * Lack of Teamwork * Fatigue * Lack of Resources * Norms * Stress *
- * Lack of Communication * Lack of Assertiveness * Lack of Awareness *

NOVEMBER featured Human Factor Dirty Dozen Element -- Stress --

Physical or mental condition resulting from external forces. It may affect health and quality of work.

MEAA - Stress management strategy #1: Avoid Unnecessary Stress

Not all stress can be avoided, and it's not healthy to avoid a situation that needs to be addressed. You may be surprised, however, by the number of stressors in your life that you can eliminate.

- Learn how to say "no" – Know your limits and stick to them. ...Taking on more than you can handle is a surefire recipe for stress.
- Avoid people who stress you out – If someone consistently causes stress in your life and you can't turn the relationship around, limit the amount of time you spend with that person or end the relationship entirely.
- Take control of your environment – If the evening news makes you anxious, turn the TV off. If traffic's got you tense, take a longer but less-traveled route. If going to the market is an unpleasant chore, do your grocery shopping online.
- Avoid hot-button topics – If you get upset over religion or politics, cross them off your conversation list. If you repeatedly argue about the same subject with the same people, stop bringing it up or excuse yourself when it's the topic of discussion.
- Pare down your to-do list – Analyze your schedule, responsibilities, and daily tasks. If you've got too much on your plate, distinguish between the "shoulds" and the "musts." Drop tasks that aren't truly necessary to the bottom of the list or eliminate them entirely.

Source: HELPGUIDE.ORG Melinda Smith, M.A., Ellen Jaffe-Gill, M.A., and Robert Segal, M.A contributed to this article. Last modified on: 12/17/07.

Be aware of how stress can affect your work.
Determine a rational course of action and follow it.
Take time off or take a short break.
Ask fellow workers to monitor your work.
Exercise your body.



ASAP - Stress at Home Contributes to Improperly Calibrated Cylinders

An ASAP reporter gets a call from a Station for information on Hydro Pressure Test. The reporter researched the required procedures for the test record and proceeded to put the file away and go home for the weekend. The next Monday the reporter woke up with a bad feeling. He/She went to work and looked at the file and realized that the calibrated Standard (1%) was not properly utilized. Consequently, the cylinders sent to the shop previously had not been properly calibrated and many were sent out without the proper testing. ASAP identified and returned the cylinders to the shop for repair. The statement the reporter made to the ASAP ERC was that in the future he/she would have someone check the test before testing the reservoirs. The reported contributing factors to the incident were that the reporter was very tired and under a lot of stress due to a family member undergoing serious surgery and a lack of sleep at home.

Be sure to check out the new TWU ASAP website at asap.twu.org!

For more information on the MEAA program visit <http://aamaintweb.aa.com/line/mrrm/meaa/>.

To submit an M&E ASAP Report: <http://www.sosreports.aa.com>.

For more information visit asap.twu.org or see GPM 02-07.

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