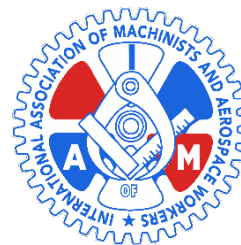


Tech Ops ASAP ERC

Event Review Committee

Policies and Procedure Guide



Procedural guidance for the internal use of the American Airlines Tech Ops Aviation Safety Action Program Event Review Committee (Tech Ops ASAP ERC) members.

AMERICAN

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1. Introduction

The Aviation Safety Action Program (ASAP) is a voluntary disclosure reporting program, using the Just Culture philosophy that has been successful in providing a framework for partnership between the Federal Aviation Administration (FAA), American Airlines (AA), and The Association (TWU/IAM) representation. Under the program, AA detects errors and reports both problems and comprehensive fixes through the Safety Management System (SMS). ASAP enhances safety by providing the FAA and American Airlines a clearer view of the scope and frequency of safety concerns.

American Airlines has six (6) functioning ASAPs:

- Flight ASAP
- Tech Ops ASAP
- Dispatch & Flight Planning Support (FPS) ASAP
- Cabin ASAP
- Central Load Planning (CLP) ASAP
- Ground (GSAP) ASAP

1.1. General

The Tech Ops ASAP ERC Policies and Procedures Guide is developed by American Airlines with the support from the FAA and The Association representation. The guide is a living document and applicable to the Tech Ops ASAP Event Review Committee (ERC) members. The governing documents for the Tech Ops ASAP are the current version of FAA Advisory Circular (AC) for ASAP, 120-66 (as revised), and the current Memorandum of Understanding (MOU) signed by a designated representative of parties listed below:

- American Airlines (AA) - Company
- The Association - Unions
- Federal Aviation Administration (FAA)

Tech Ops ASAP ERC Policies and Procedures Guide is managed by the Tech Ops ASAP Program Manager with guidance from all ERC members. All future revisions are made through unanimous consensus by the primary representative or designee from each representative.

1.2. Policies and Procedures Guide Purpose

The Tech Ops ASAP ERC Policies and Procedures Guide is continuously being developed to represent the policies and procedures that best represents American Airlines operational environment. This document can be used as a resource for current and future ASAP managers, ERC members, and stakeholders by providing important ASAP information, such as ERC processes. Listed below are the references used to aid in the development of the Policies and Procedures Guide:

- ASAP-specific documents and/or resources to guide the ERC's review process across meetings. These may include AC 120-66 (as revised), Order 8900.1, Order 2150.3 (as revised) and the ASAP MOU, an ASAP Decision Flow Chart, event and causal contributor taxonomies, a risk matrix, best practices, and lists of potential corrective actions and/or recommendations.

- ERC rules, such as how to handle difficult decisions (Section 4.2), when to use certain corrective actions, and how to participate in meetings (i.e., rules of conduct). These may be formal rules that are established at the program's initiation or rules developed over time.

1.3. ASAP Program Objective

Under an ASAP, safety reports are reviewed and resolved collectively through the ERC. risks, hazards and unsafe conditions are eliminated or reduced through corrective action rather than through punishment or discipline. The ASAP provides for the collection, analysis, and retention of the safety data obtained through the reporting process. The ASAP uses safety data, much of which would otherwise be unobtainable, to develop corrective actions for identified safety concerns, and to educate the appropriate personnel in an effort to prevent a recurring safety event.

The scope of Tech Ops ASAP is to provide an avenue for the voluntary reporting of:

- Deviations from procedures
- CFR/ Regulatory violations
- Potential CFR/ Regulatory violations
- Operational, maintenance or occupational safety concerns
- Job/task safety hazards or potential safety hazards (as defined in the SPPM)
- General or specific safety concerns

The Tech Ops ASAP program may accept reports from the following:

All Tech Ops employees including union and management from Airport Operations Organization (AO) Groups and, American Airlines Tech Ops employees working under the Part 145 Repair Station Certificates A3AR112Y DWH and AALR025A TULE. The objective of the Tech Ops ASAP is to identify risks/hazards and to prevent accidents/incidents by:

- Analyzing risks
- Implementing corrective actions
- Increased education and awareness
- Validate program effectiveness
- Measure system performance
- Ensure accountability
- Identify root cause and mitigate risk

The Tech Ops ASAP helps to increase employee's compliance with policies, procedures, regulations and to identify risks and hazards. The actions taken in this program reflect the desire of all parties to solve problems through corrective actions and education.

The program objectives are served only after all the Tech Ops ASAP steps are accomplished. However, risk and hazard identification, corrective action and root cause analysis are the critical and important steps in achieving accident prevention.

1.4. Corrective Action Based Incentives

To ensure the benefit of confidential self-reporting, the FAA offers non-punitive incentives to encourage employees to report incidents of unintentional non-compliance with the 14 CFRs or Company procedures.

Tech Ops ASAP is based on the principles of identification and corrective action rather than traditional FAA enforcement and Company disciplinary action. In cases where reports meet the criteria for participation and comply with the corrective actions recommended by the ERC, the event is closed with an ERC response, rather than FAA enforcement and Company disciplinary action.

Tech Ops ASAP is dedicated to a non-disciplinary approach to corrective action when data and information, that would not have been known otherwise. Unless a report is excluded under the terms described in Section 2.2 of this document, no data or information gathered by Tech Ops ASAP can be used to initiate, facilitate, or support any FAA enforcement action or Company disciplinary action.

1.5. Responsibility

The oversight responsibility for the Tech Ops ASAP program lies with the following individuals: the AA Vice President, Vice President - Safety, Environmental & Regulatory Compliance, the FAA American Airlines CMO Office Manager; and The Association MOU signatories. All oversight parties are also responsible for assuring that the necessary personnel, time, and monetary resources, to support the program, are committed.

The members of the Tech Ops Event Review Committee (ERC) have the following responsibilities for the Tech Ops Aviation Safety Action Program, reference current Advisory Circular 120.66 and Memorandum of Understanding (MOU).

The ASAP Program Manager:

- Company Voting Member of ERC
- Available to answer Reporter questions about their report or ASAP Program
- Assists/participates in event investigations/interviews
- Maintains revision control of the Tech Ops ASAP ERC Policies and Procedures Guide
- Ensures adherence to the Tech Ops ERC Policies and Procedures Guide
- Maintains the confidentiality of the Tech Ops ASAP data
- Escalates safety trends and concerns to the Continuing Analysis Surveillance System (CASS) Working Group (CWG) for action, as appropriate
- Keeps management apprised of ASAP trends (de-identified) and its progress
- Records, tracks, and follows up on corrective actions in the current ASAP Database
- For ERC meetings not attended by the FAA ERC member, the ASAP manager provides the FAA ERC member with the minutes from such meetings so that the FAA ERC member can ensure appropriate safety-based responses

The ASAP Program Analyst:

- Prepares & facilitates the ERC agenda and meeting
- Captures ERC meeting minutes
- Updates Tech Ops ASAP database with ERC decisions/outcomes
- Analyzes Tech Ops ASAP data for trends and repeat reports/occurrences
- Updates JetNet ASAP webpage

FAA Member:

- FAA Voting Member of ERC
- Assists/participates in event investigations/interviews

- Ensures adherence to the Tech Ops ASAP ERC Policies and Procedures Guide
- Maintains Tech Ops ASAP data confidentiality
- Keeps CMO apprised of Tech Ops ASAP trends (de-identified) and progress
- Ensure Tech Ops ASAP ERC Policies and Procedures Guide is in alignment with FAA guidance

The Association Voting Member of ERC:

- Assists/participates in event investigations/interviews
- Relays ERC closure status, corrective actions, etc. to Tech Ops reporter
- Ensures adherence to the Tech Ops ASAP ERC Policies and Procedures Guide
- Maintains Tech Ops ASAP data confidentiality
- Keeps their respective Association leadership apprised of Tech Ops ASAP trends (de-identified) and progress

Additional ERC responsibilities:

- ERC will conduct an annual review of the ASAP database to determine whether corrective actions have been effective in preventing or reducing the recurrence of safety-related events
 - All parties to the ERC will participate in review
 - Review of previous years data to be conducted by end of the 1st quarter of each year
 - Review to ensure that corrective actions have not been subsequently negated through implementation of other Company actions (e.g., manual revisions, checklist modifications, training, etc.)
 - Report summary to be provided to FAA – AA CMO

1.6. Program Duration/Withdraw

Reference Section sections 7 & 8 of Tech Ops ASAP MOU.

2. Acceptance / Exclusion Criteria

2.1. Acceptance

Reference AC120-66 (as revised) Appendix B: There shall be a presumption that an individual's voluntary report of an operational or maintenance issue related to aviation safety under an aviation safety action program meets the criteria for acceptance as a valid report under such program. Each individual employee participating in ASAP must report separately and satisfy all applicable acceptance criteria. A report described under this subsection shall be excluded from an aviation safety action program if, after a review of the report, the event review committee (ERC) tasked with reviewing such report, or the Federal Aviation Administration member of the event review committee (ERC) in the case that the review committee does not reach consensus, determines that the report fails to meet the criteria for acceptance under such program.

Other opportunities for participation in this program include:

A. Employees of a Contractor:

The Tech Ops ASAP Program may cover employees of a contractor only if contractual arrangements between the parties specifically provide that the contractor and its employees abide by the terms of the

applicable ASAP Memorandum of Understanding (MOU) and the decisions of the eligible entity's ERC. In order for the program to cover contract employees, the applicable ASAP MOU stipulates that such contractual arrangements are in place.

B. Non-reporting Employees Covered under the Tech Ops ASAP MOU (REF AC120-66 14.4 as revised):

If an ASAP report identifies another covered employee in a possible violation and that employee has not submitted their own report, then:

- The ERC determines on a case-by-case basis whether to offer the non-reporting employee the opportunity to submit an ASAP report.
- If the non-reporting employee submits a report within the acceptable timeframe established by the ERC, that report is afforded the same consideration under the ASAP as that accorded the report from the original reporting employee, provided the report meets all other ASAP acceptance criteria.
- If the non-reporting employee fails to submit a report within the timeframe allotted after notification, the possible violation by that employee is referred to the appropriate office within the FAA for additional investigation and action (as appropriate) and, if evidence of a Big 5 violation exists and is agreed to by ERC consensus, then referred to law enforcement authorities, if warranted.

C. Non-reporting Employees Not Covered under the Tech Ops ASAP MOU: (REF AC120-66 14.5 as revised):

If an ASAP report identifies another employee of American Airlines who is not covered under the Tech Ops ASAP MOU, and the report indicates that employee may have been involved in a possible violation, the ERC determines on a case-by-case basis whether it would be appropriate to offer that employee the opportunity to submit an ASAP report.

- If the ERC determines that it is appropriate, the ERC provides that employee with information about the ASAP and invites the employee to submit an ASAP report.
- If the employee submits an ASAP report within a timeframe acceptable to the ERC, that report is accepted under the ASAP, provided it meets all other ASAP acceptance criteria. If the employee fails to submit a report within an acceptable timeframe established by the ERC, the FAA ERC member refers the possible violation by that employee will be referred to the appropriate office within the FAA for additional investigation and action (as appropriate) and, if evidence of a Big 5 violation exists and is agreed to by ERC consensus, then referred to law enforcement agencies, if warranted.

The submitter voluntarily makes initial notification of the possible operational or maintenance issue related to aviation safety by electronic submission as soon as possible after the event. While timeliness considerations are generally still a relevant factor in determining whether to accept a report, the responsibility of the ERC now is to review all information available and determine whether acceptance of the report is in the best interest of safety. Timeliness considerations do not apply to sole-source reports.

If the employee files a Safety Concern in WBAT and that report is better suited as an ASAP, then upon the submitter's approval, the report can be moved by the ASAP Analyst, Association ERC Member, or Program Manager to the ASAP WBAT data base. It is the responsibility of the appropriate Association ERC Representative to confer with the reporter and confirm the employee's request.

If the employee files an ASAP in WBAT and that report is better suited as a Safety Concern, then upon the ERCs approval, the report can be moved by the ASAP Analyst, Association ERC Member, or Program Manager to the Safety Concern WBAT data base. It is the responsibility of the appropriate Association ERC Representative to confer with the reporter and advise them that their report has been moved. (See SPPM 04.04 for more information about Safety Reporting)

Each ASAP report accepted into the program will be protected from Company discipline and FAA enforcement action for the error/violation(s) listed in the ASAP report/event.

An accepted ASAP report may be reopened if evidence is later discovered that establishes the report should have been excluded from the program.

2.2. Exclusion

2.2.1. Big 5 violations (Ref. AC120-66 – 16.2 as revised)

Confidential reports involving the items listed below are excluded from Tech Ops ASAP and the ERC will refer the reports to the appropriate FAA authorities for investigation.

- Criminal activity
- Substance abuse
- Controlled substances
- Alcohol
- Intentional falsification

The ERC will turn over entire content of such a report to the proper authority, including the content of the ERC investigation and/or interviews concerning the reported event.

The ERC can also turn over reports excluded based on the Big Five to initiate or support Company discipline. Upon completion of a subsequent investigation, if the FAA determines that the event did not involve the Big Five, then it refers the report back to the ERC for a determination of acceptability under the ASAP. The ERC accepts such reports under the ASAP, provided they otherwise meet the acceptance criteria.

**** Reports associated with criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification (“the Big Five”) require FAA attendance with the ERC. (Ref. AC 120.66 – 13.1 as revised)**

2.2.2. Reports Excluded for Reasons other than the Big Five (Ref. AC120-66 – 16.3 as revised)

Confidential reports involving the below situations can be excluded from Tech Ops, but only de-identified information regarding the event is shared:

Reckless Conduct/Behavior:

A report that is deemed reckless conduct/behavior using the Just Culture Algorithm, not involving the Big Five, violations outside the scope of employment, repeated non-compliance, the FAA ERC representative communicates his or her knowledge of the event (not the report) to the appropriate

FAA office for possible investigation. Reports involving reckless conduct/behavior will not be accepted. (Refer to 11. Just Culture for more information).

- The FAA may use its knowledge of the event (not the report) referred by the FAA ERC member to prompt an independent investigation of the apparent violation(s) and to initiate an FAA action against the employee. The “knowledge of the event” under this paragraph includes the date, time, location, flight number, aircraft tail number, and related information, as well as the apparent noncompliance disclosed in the ASAP report.
- An “independent investigation” as referenced in this paragraph is one in which the FAA uses the knowledge of the event to conduct the investigation, but does not obtain other information concerning the apparent violation(s) from the ERC or from the ASAP report (except that the FAA may obtain information regarding corrective action on a non-sole-source report).

NOTE: Additionally, before a report is excluded from ASAP for reckless conduct/behavior, the reporter will be offered the opportunity to participate in an interview, either in person or via teleconference, with the ERC. If the employee declines an ERC interview, is not forthcoming or honest with the ERC, the ERC will act on the available information in determining acceptance or exclusion of the report. The ERC will be provided with a means of ascertaining whether a report entails a repeat.

Non-Compliance with ERC Corrective Actions:

When the reporting employee does not comply with the corrective actions, the ERC can re-evaluate the event and determine non-acceptance of the confidential report due to non-participation of the employee. The reporting employee must follow the corrective action recommendations of the ERC.

Failure to respond to ERC requests for additional information:

When the reporting employee does not respond to a request from Tech Ops ERC member(s) for additional information, in a timely manner, as determined by the ERC, the report may be excluded at the discretion of the ERC.

Request from submitter to withdraw ASAP Report:

A request to withdraw an ASAP report from a submitter will be initiated by electronic correspondence from the submitter to the ASAP Program Manager. Once a report has been withdrawn, it will be handled as outlined in this section. (Ref: section 16.3 of AC120-66 as revised)

Repetitive At-Risk Behavior or Repetitive Human-Error:

Confidential reports involving a repeated deviation by a reporting employee involving the same or similar type alleged violation (per the Just Culture Algorithm, this is referred to as Repetitive At-Risk Behavior) are taken into consideration by the ERC to be accepted into, or excluded from, the Tech Ops ASAP. (Refer to 11. Just Culture for more information). Reports that may be Repetitive At-Risk Behavior or Repetitive Human-Error will be communicated to the ERC prior to ERC adjudication.

**** Reports associated with CFR violations, potential CFR violations, qualification issues or intentional/reckless conduct require FAA attendance with the ERC.**

2.3. Sole/Non-Sole-Source Reports

For the purposes of ASAP data analysis, the ERC shall consider a report to be sole source when all evidence of the event available is predicated on the ASAP report. It is possible to have more than one sole-source report for the same event. (FAA has no independent knowledge)-

Sole-source/Non-Sole-Source are tracked for data analysis.

2.4.

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2.5. Proactive Confidential Reporting

For the purpose of ASAP data analysis, a Tech Ops ASAP report is considered proactive when all evidence of the event is not available outside of the Tech Ops ASAP and is discovered by or otherwise based on the Tech Ops ASAP report even if the event has already occurred. A proactive report is also any report where a Tech Ops error/violation did not occur (i.e., process/procedure issues, possible safety concerns, etc.).

For data analysis purposes, Proactive reports are tracked.

2.6. Reactive Confidential Reporting

For the purpose of ASAP data analysis, a Tech Ops ASAP report is considered reactive when the reporter is notified of the issue by another person. A reactive report can have proactive aspects if the reporter is providing information that would not otherwise be known. When that information is of substantive nature, the report may be labeled as a proactive report.

For data analysis purposes, Reactive reports are tracked.

2.7. Reports Outside of ASAP Acceptance Criteria

A report that does not meet the acceptance criteria for an ASAP report as deemed by the ERC, may be forwarded as appropriate or excluded.

3. Tech Ops ASAP Process

Participants in the program can file confidential reports through electronic submission in the Web Based Application Tool (WBAT). The confidential report should include enough detail so that it can be evaluated by the ERC.

The Tech Ops ASAP Program Manager actively manages access to the system, ensuring availability to all covered employees. The content of the Tech Ops ASAP confidential report form is managed by the Tech Ops ASAP Program Manager, with agreement of the ERC.

3.1. Reporting Procedures

The submitter completes the Tech Ops ASAP confidential report found at <https://app.wbat.org/americanairlines-safety/landing/> and submits the form electronically. If the electronic submitting program is not available to the employee at the time, the employee can contact the Tech Ops ASAP office at (817) 963-2307 and notify the Tech Ops ASAP manager. Submission is required when an employee has regained access to the electronic submitting program.

The following criteria applies to an individual employee who reports a possible operational or maintenance issue related to aviation safety and/or apparent CFR violation:

- ASAP event reports must be filled out completely ensuring correct home address, phone number and detailed information relevant to the event within his knowledge; and modify submission if new information becomes available.
- Each individual involved must submit a separate report to be eligible for participation in ASAP. Reporter should personally file their individual Report.

Refer to Chapter 2. Acceptance / Exclusion Criteria for more information.

3.2. Creation of Occurrence

When a Tech Ops ASAP confidential report is submitted, a copy of the report is automatically sent to the NASA Aviation Safety Reporting System (ASRS) (Refer to Section 8.2 NASA Aviation Safety Reporting System (ASRS) for further information) and the report is processed by the Tech Ops Analyst. This process includes de-identification (name-redacted) of the confidential report narrative, verification of information, linking with associated event reports, initial risk assessment, and assignment of attributes (as necessary). The Tech Ops Analyst maintains consistency of the attributes, to ensure accurate and consistent database queries.

Once completed, the Tech Ops ASAP Analyst makes the event viewable, the ERC is then able to review the de-identified event/report. The Tech Ops ASAP Analyst will notify applicable Compliance Manager and/or investigators if a possible Tech Ops error and/or CFR violation is identified in the report. Once the event is ready for ERC, the assigned investigator will debrief the event for ERC review and conclusion.

3.3. Confidentiality

Tech Ops ASAP reports/events are confidential and are not discussed or shared with anyone outside of the ERC without unanimous consensus of the ERC. If needed, the ERC can decide to share a de-identified confidential report/event outside of the ERC to further investigate the safety concern or for information gathering. The ERC can elect to contact the submitter for further information and an ERC member, preferably, for employees represented by the Association, the IAM or TWU appointed member, makes the communication. Contact with a submitter over the phone or in person is considered an extension of the Tech Ops ASAP report/event and all confidentiality rules apply. Additionally, any phone calls regarding questions or when further contact with the submitter is required, the ERC member(s) handles the questions and contact. Refer to Section 6. Interviews for more information.

No individual, outside of the ERC, involved in an event investigation and/or corrective action is

authorized access to a Tech Ops confidential report/event that can identify a reporting employee or mentioned employee. Any individuals, outside of the ERC associated with the ASAP/MEAA investigation and corrective action recommendations must be advised of and agreed to confidentiality. Confidential Investigations research into Tech Ops ASAP events can be conducted by any or all members of the ERC. All members of the ERC have the opportunity to participate in an investigation. All information discovered by the research is shared with members of the ERC and attached to the event in WBAT. Typically, the research aligns with each ERC member's role in the committee, for example:

- The Company ERC member may initiate a preliminary phone call to a submitting management employee, or may obtain logbook pages, work cards, and/or Company manuals.
- The FAA ERC member may gather related regulations or guidance material.
- The (TWU/IAM) Association ERC member, may initiate a preliminary phone call to a submitting employee represented by The Association, and may gather additional details about the event for the ERC's consideration. This could also include logbook pages, work cards, and/or Company manuals.
- In cases of 14 CFR violations, the ASAP ERC may delegate the investigation to a member of the Regulatory Compliance team for the completion of a MEAA investigation. A Safety Investigator will use a systems approach to conduct an event investigation. The MEAA form is a comprehensive checklist that assists the ERC in identifying contributing factors (i.e., Root Cause analysis) and key elements associated with errors, such as: human errors, organizational deficiencies, manual procedures, and/or environmental factors contributing to the error.
- In cases of Operational, maintenance or occupational safety concerns, the ASAP ERC may delegate investigations to the Corporate Safety Team for the completion of the appropriate investigation.

The more research that occurs, the better informed the ERC is at the meeting where the decision is discussed. During the research, no confidential information is released to unauthorized persons. Additionally, if the ERC determines further research is necessary, it will designate individuals to be responsible and defer the event until the next ERC meeting.

Refer to [Section 6. Interviews](#) for more information.

3.4. Closing a Confidential Report

After the Tech Ops ASAP ERC meeting, the Tech Ops Analyst processes the Tech Ops ASAP events reviewed during the meeting. This includes documenting the ERC disposition and any associated action items into the Tech Ops ASAP WBAT.

Once an event is closed, the Tech Ops ASAP ERC is responsible for ensuring that de-identified events are made available for feedback as approved by the ERC (i.e., newsletters, data analysis, ASAP bulletins, etc.)

Any corrective actions assigned by the ERC are tracked and updated in WBAT by the Tech Ops Analyst. Any data analysis, trends, or safety findings from Tech Ops reporting is first shared with the ERC to further understand safety issues.

3.5. Disposition

Once the Tech Ops ASAP event is processed to completion, it is the ERC's responsibility, with assistance from the Tech Ops Analyst, to contact the reporting employee with the final ERC disposition. This is accomplished by the following methods:

- For confidential reports where an interview was conducted, the Tech Ops ASAP (TWU/IAM) Association member notifies the individual with the final ERC disposition.
- For confidential reports where recommendations are necessary, the applicable Tech Ops ASAP ERC member notifies the individual with the final ERC disposition and provides recommendations on how to prevent the same occurrence from happening in the future.
- For all confidential reports, the Tech Ops Analyst emails the individual with the final ERC Disposition.

However, once the ERC determines the event meets the criteria for participation, the Company ERC representative may contact local management to make such persons aware that the event is subject to the ASAP process and that any disciplinary investigation should be paused pending the ASAP process. The Program Manager assures any action taken by local management is consistent with the decision of the ERC as to how the matter should be investigated, as well as any subsequent corrective actions and recommendations identified by the ERC for accepted ASAP reports.

4. Event Review Committee (ERC)

The Event Review Committee (ERC) is comprised of designees (primaries and alternates) assigned by the signing parties of the Tech Ops ASAP Memorandum of Understanding (MOU).

- American Airlines (AA)
- The Association (TWU/IAM)
- Federal Aviation Administration (FAA)

The Tech Ops ASAP Program Manager is responsible for program administration, serves as the chairperson of the ERC, and is the American Airlines voting member on the ERC.

The ERC makes all decisions regarding whether a submitted confidential report meets the Tech Ops ASAP acceptance criteria outlined in Chapter 2. Acceptance / Exclusion Criteria and determines how each submitted confidential report is handled.

Each party to the MOU must maintain an adequate roster of ERC members to ensure attendance at all scheduled ERC meetings. Rosters are submitted to the ERC and maintained in Appendix A of this document.

Appendix A - Event Review Committee (ERC) Members.

4.1. ERC Voting

ERC Report resolution consists of three votes, AA, FAA, and The Association representation. Since the Tech Ops and Facilities employees reporting to the Airport Operations are represented by The Association, the respective Association ERC Member representing the submitting employee, will be the voting member.

Note: If the voting (TWU/IAM) Association representative/designee is not present during a review of their members Report, that vote will be delayed until The (TWU/IAM) Association representative/designee is present.

Any current ERC member can engage in discussions on an event but the vote on any event or corrective action consists of the one vote from each applicable member for a total of three votes. The voting members can discuss and vote privately to ensure no undue influence affects each vote.

ERC meetings have more than one ERC member participating designates the voting member in attendance. This voting member is considered that party's representative for ERC business.

To the extent practical, voting members remain the same throughout the resolution of each event, especially from the acceptance discussions and vote through successful corrective action.

NOTE: Foreign/international employees are represented by a person designated by the Vice President of Line Maintenance in lieu of The Association representative.

4.2. Consensus of the ERC

The following ERC actions, at a minimum, require unanimous consensus of the ERC:

- Acceptance of a report
- Exclusion of a report
- Assignment of Individual and System Corrective Actions
- Visitors to the ERC

The decision to accept a Tech Ops ASAP confidential report must be guided by the acceptance criteria established by the Tech Ops ERC Policies and Procedures Guide. ERC members discuss the decision criteria and acceptance of the Tech Ops ASAP confidential report until a consensus is established, and such consensus will be unanimous. ERC members recognize the importance of unanimous consensus and must agree to continue to work toward this goal. Under Tech Ops ASAP, the term unanimous consensus is defined as the voluntary agreement of all voting ERC members and all members support a decision or recommendation. Unanimous consensus does not require all members believe that a decision or recommendation is the most desirable solution, but that the result falls within each ERC member's range of acceptable solutions for that event and for the overall success of the program.

While there is emphasis on the importance of consensus on all ERC decisions, if the ERC cannot reach unanimous consensus on acceptance of an event, the designated representatives agree upon possible solutions to assist in achieving consensus, which may include:

- Gathering additional information
- Clarifying current regulation and procedures
- Postponing the decision so voting members have additional time for consideration
- Discussing with other ERC members to gain their perspective. Attention must be taken so no undue pressure is put on the voting members. The final vote is the responsibility of the sitting ERC members.

In the event there is not a consensus of the ERC on decisions concerning a report involving an apparent violation(s), or qualification issue, the FAA ERC representative will decide whether to accept or exclude the report.

Note: In the event that the CFR violation isn't clear to all of the ERC members, the FAA representative

will make every effort to provide clarification.

4.3. ERC Meeting Procedures

ERC meetings are held weekly or as deemed necessary by the ERC. If any changes need to be made to the schedule, ERC members are notified, and alternate dates agreed upon. Each meeting will include at least one voting member from each voting party.

The Tech Ops ASAP Analyst:

- Facilitates the ERC meeting
- Manages the ERC invitations
- Reserves an appropriate conference room
 - The conference room must include a projector and a bridge line for subject matter experts (SMEs) who require remote participation
- Sets the ERC agenda
- Determines time and duration of the ERC meeting
- Tracks ERC recommendations and corrective actions

If an ERC member is unable to attend the meeting and rescheduling is not possible, the voting member can delegate authority for the vote to a designated alternate member. In such circumstances, the ERC member will communicate this with the ERC collectively via email and/or phone call.

4.4. FAA Attendance vs Participation

FAA participation in ERCs is essential. The FAA ERC representative should be diligent with respect to his or her participation and promotion of the program. Reports associated with criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification (“the Big Five”), regulatory noncompliance, intentional or reckless conduct/behavior, or qualification issue require FAA attendance with the ERC. However, for reports that are not associated with such conduct, FAA attendance at certain ERC meetings may not be necessary, at the discretion of the FAA ERC member. Prior to the ERC meeting, the ASAP manager provides the ASAP events that the ERC will review at that meeting so that the FAA ERC member can determine whether his or her attendance at the meeting is necessary.

When events do not appear to involve a qualification issue, or apparent CFR or regulatory violation, the ASAP Program Manager will schedule at his discretion those events to be reviewed at the end of the regular ERC or set up a separate ERC meeting to review those events. Prior to the ERC meeting, the ASAP Manager/Analyst provides the ASAP ERC Agenda including the events for review so that the FAA ERC member can determine whether his or her attendance at the meeting is necessary. Generally, GSE and Facilities events that do not include CFR or Regulatory violations do not require FAA attendance.

Additionally, for ERC meetings not attended by the FAA ERC member, the ASAP manager provides the FAA ERC member with the minutes from such meetings so that the FAA ERC member can ensure appropriate safety-based responses. The ASAP Manager is responsible for annotating when reports are closed without an FAA ERC member in attendance.

4.5. Visitors and Subject Matter Experts (SMEs)

A visitor may attend a Tech Ops ASAP ERC meeting, but only with unanimous consent of the ERC. Visitors who attend must be briefed on the confidential nature of Tech Ops ASAP and sign a Tech Ops ASAP confidentiality form (excludes FAA) which is retained by the Tech Ops ASAP Program Manager.

The ERC may request a SME attend the meeting to assist the ERC in understanding a safety concern or technical information contained in a Tech Ops ASAP confidential report. The SME is briefed on the Tech Ops ASAP confidentiality and signs the Tech Ops ASAP confidentiality form. The Tech Ops ASAP Program Manager is responsible for scheduling the SME and provides the name of the SME to the ERC members for approval prior to the meeting. It is important that ERC primaries approve of the SME prior to the ERC meeting.

5. ERC Corrective Actions

There are different tools available to the ERC for identifying safety concerns and requesting corrective action. The ERC may assign corrective action to an employee (individual) or the airline (system). Corrective actions are developed by the ERC to address deficiencies discovered during an ERC investigation. The ERC develops corrective actions and works with the Company to implement those corrective actions to counter adverse risks and trends. The ERC excludes ASAP reports if the employee fails to complete corrective action for an apparent violation, or qualification issue in a manner acceptable to the ERC. The FAA ERC member then refers the event to an FAA office (in accordance with paragraph 16.3 of the AC) for additional investigation and/or FAA action. The ERC may recommend corrective action for any safety issue identified within an accepted report. Official training records and personnel files should not reflect corrective actions associated with the ASAP. All corrective actions should be documented and retained in the ASAP database.

Safety-related information will be retained for at least 2 years for the ERC to determine whether its recommended corrective actions have been effective.

The analyst will send a follow up email to the assigned corrective action owner on any outstanding corrective actions following the past due deadline.

5.1. Individual Corrective Actions

Corrective Action(s) may be assigned to reporters for additional training, mentoring, counseling, or other options that the ERC may determine are the best course of action to resolve the issue. Corrective actions must be agreed to by all ERC voting members by unanimous consensus (Refer to Consensus of the ERC for more information). Corrective action does not include Company discipline for any Tech Ops ASAP submitter involved in the incident who has filed an accepted Tech Ops ASAP confidential report. The responsible party applying the corrective action is briefed by the ERC or, if agreed upon, by one of the ERC members, and is informed that all corrective action(s):

- Must fit the event – all corrective action is relevant to the Tech Ops ASAP confidential reported event
- May include the added value of creativity – may recommend appropriate lessons as defined by the SME to maximize the training or intended corrective action(s)
- May not deviate – once a corrective action plan has been agreed upon and communicated it is followed to the best of the responsible parties' ability and no additional items may be incorporated without the express consent of the ERC
- The ERC member verifies corrective action is completed and closes corrective action in WBAT or any

equivalent reporting system.

- WBAT automation notifies the ASAP Analyst that the corrective action has been completed. The Analyst then verifies and closes the corrective action.

No records regarding accepted Tech Ops ASAP confidential reports or events reside outside of the Tech Ops ASAP database, including employee's files.

For coaching/counseling conducted by the Tech Ops ASAP ERC, the Tech Ops ASAP ERC may coach/counsel employees when at-risk behavior is identified. All actions taken for Tech Ops ASAP confidential reports involving human error or at-risk behavior are tracked in the Tech Ops ASAP WBAT database or any equivalent reporting system. The Tech Ops ASAP Program Manager has the authority for reviewing the database for potential repetitive behaviors to be discussed by the Tech Ops ASAP ERC.

All details related to coaching/counseling of at-risk behavior as the result of a Tech Ops ASAP investigation remain confidential, documented only within the Tech Ops ASAP WBAT database or any equivalent reporting system.

Information gathered in Tech Ops ASAP interviews/investigation are not used against employee in any other forum.

Records of coaching/counseling of at-risk behavior identified in Tech Ops ASAP interviews/investigation are not considered disciplinary action or grounds for future disciplinary action.

5.2. Corrective Actions for System and/or Systemic events

The ERC can make recommendations to AA (tracked through WBAT) for necessary system corrections or to address systemic events, and AA works with the FAA to develop the appropriate corrective action. System corrective actions might include changes to Tech Ops procedures, interfacing with departments, or modifications to the training curriculum for employees. ERC recommended changes that affect AA are forwarded by the Tech Ops ASAP Program Manager to the appropriate department for consideration and comment, and, if appropriate, implementation.

The Tech Ops ASAP Program Manager tracks the implementation of the recommended corrective actions and confidential reports on associated progress as part of the regular ERC meetings. Any recommended corrective action not implemented are recorded along with the reason not implemented.

When the ERC makes recommendations for systemic issues that are identified as potential safety risks or hazards, these recommendations are made by the appropriate ERC designated representative as follows:

- AA member – For Company issues based on the analysis of safety related reports that identify deficiencies in the training, operation, or procedures.
- FAA member – For issues relating to the Certificate Management Office, CFRs, and areas of FAA the jurisdiction.
- The Association member(s) will assist in the communication of all appropriate safety issues to the membership of The Association.

A systemic safety event is defined as an identified deficiency in the organizational system which has the potential of increasing risk or reducing the effectiveness of safety controls. Systemic events identified

through ASAP will be reviewed by the ERC for possible corrective action. When safety enhancements are identified that may enhance safety, recommended corrective actions will be forwarded to the appropriate operating departments for response.

ASAP ERC recommended corrective actions may be adopted, modified, or declined by the operating department. ERC recommendations based on a trend or moderate risk should be reviewed by the appropriate Data Analysis Group (CWG, TODAG, & CRB) every six-months for review and tracking purposes within the SMS.

There are three general categories of ERC recommendations when communicating systemic safety trends outside of the ERC:

1. **Awareness:** Low or very low risk items forwarded for awareness and tracking purposes only. No formal response to the ERC is required.
2. **Safety Improvement:** Minor or low risk events identified where a possible improvement in the organizational system which if implemented has the potential of decreasing risk or increasing the effectiveness of safety controls. A review and response from the operating department to the ERC is required.
3. **Safety Issue:** Generally, a moderate risk or above deficiency identified in the organizational system which has the potential of increasing risk or reducing the effectiveness of safety controls. Safety issues are generally elevated through the data analysis groups CWG, TODAG and CRB for review and tracking.

The decisions of the ERC are binding for all participants who choose to remain in the program.

6. Interviews

Certain events can require an interview directly with the employee or those involved in the Tech Ops ASAP event. A Tech Ops ASAP interview is conducted as a review of the event from the perspective of the employee, not as a forum to explain their failures.

Examples of some, but not all, interview events:

- High profile event (major regulatory or Company deviation)
- High/serious risk event (as rated by the Tech Ops ASAP Analyst)
- Trending events
- Similar reports with seemingly contradictory information
- Events highlighting new risks or trends
- Confidential reports lacking or missing detail for the ERC to understand the concern or violation
- Events that have been identified as possible reckless behavior

An interview can be conducted by telephone or face-to-face. The ERC determines the type of interview that is required for the event.

6.1. General Interview Items

The ERC members and employee(s) involved in a Tech Ops ASAP interview must adhere with all rules outlined in the current joint collective bargaining agreement (JCBA) covering the employee(s). (Excludes FAA member)

The ERC may conduct the interview during an ERC meeting. If the ERC agenda is long, or if the interview will be lengthy, consider holding the interview on a separate day.

For high profile or difficult events, it may be needed to hold more than one interview. This is of last resort considering the amount of effort and coordination required to schedule an interview.

If the interview causes scheduling conflicts with the ERC or the reporting employees being interviewed, consider the below options to meet with the employee(s) as soon after the event as possible.

- Use a teleconference or video conference
- Accept that an ERC member cannot attend and is briefed afterwards.

Occasionally the Tech Ops ASAP confidential reports conflict between. The interview can draw out the reason for the conflicting points of view, which can be a different perspective or understanding of the event.

6.2. Scheduling an Interview

The Association ERC member checks the reporting employee's monthly schedule to find a primary and alternate date during an ERC meeting.

The Association ERC member checks with ERC members for availability for the primary and alternate interview dates. The voting ERC members during the interview own the event until closure and are used in any future scheduling/coordinating.

The Association ERC member contacts the reporting employee and works around their schedule, adjusting for training, vacation, or any type of approved leave.

Non-Association employees requiring an interview are contacted and scheduled by the Tech Ops ASAP Program Manager.

7. High Profile Events

The ERC must be careful with any Tech Ops ASAP confidential reports where the employee is identifiable due to high visibility of the event. These events are typically not shared outside of Tech Ops ASAP in order to maintain the confidentiality of the report. To enhance investigations and assist in determining mitigation measures, high profile Tech Ops ASAP events that involve other ASAP groups can be de-identified and shared between groups with the consensus from the Tech Ops ASAP ERC.

- ERC members should communicate in a timely manner with parties to an ASAP MOU, FAA, AA, and The Association when an ASAP report involves potentially controversial issues and high- profile safety-related events.

The ERC should brief management on the nature of such issues and events, the associated results of the ERC investigation, and the disposition of the report. The ERC and management protect confidential details of the report during such communications.

8. Relationships with Other Groups

To handle confidential reports as effectively as possible, the ERC can choose to work with other groups or to recommend assistance in certain events, with consensus of the ERC. (I.e.: Training, Other ASAP Programs, QA, QC, Engineering, etc.)

8.1. Shared Responsibility/Air Carrier Voluntary Disclosure Program (AC 00-58)

In the event that an employee's report indicates a shared or exclusive responsibility held by another department or individual, then a confidential copy of the de-identified report is forwarded to the appropriate department for corrective action under the terms of this agreement. The report is considered for full participation, subject to acceptance criteria, in the ASAP or Air Carrier Voluntary Disclosure Program, as appropriate.

Corrective action for individuals participating in ASAP is determined by the ERC. The corrective actions taken by other departments as a result of an ASAP report remain the responsibility of the other departments, consistent with the applicable terms of this agreement.

Apparent violations of certificate holders disclosed through a safety-related report under an ASAP may be handled under the Voluntary Disclosure Policy, provided the certificate holder voluntarily reports the apparent violations to the FAA and the other elements of that policy are met.

8.2. NASA Aviation Safety Reporting System (ASRS)

Submission to the NASA (National Aeronautics Space Administration) Aviation Safety Reporting System (ASRS) is guaranteed on all ASAP reports. (FAA Advisory Circular 00-46), describes the NASA ASRS. Upon receipt of an ASAP report, a narrative report is uploaded from WBAT to NASA ASRS for confidential participation in the ASRS per AC 00-46 as revised. The reporting employee will receive an acknowledgement directly from NASA ASRS.

8.3. Accidents and Incidents

Based on the unanimous consensus of the ERC, the National Transportation Safety Board (NTSB) or other investigating authority may participate in an ASAP review process for the purpose of assisting in an investigation, subject to the applicable terms and conditions of this agreement and to the extent allowed by law.

9. Safety Promotion

Safety Promotion is a requirement of the SMS (14 CFR Part 5).

Hazard Communication:

It ensures required follow-up and sharing of lessons learned and hazard information with the Tech Ops employees by providing a report of what is happening (trends) and what has happened (events).

Some of the promotional methods utilized by the ASAP Tech Ops ERC include:

- Station visits by the ERC to raise awareness of ASAP program and discuss trends
- Closed, de-identified ASAP reports, including lessons learned included in the monthly SMS newsletter
- ASAP Alert Bulletins distributed via AMT homepage, SMS newsletter, Crew Talks, and stored on the ASAP JetNet page
- Cooperation with Tech Ops Training department to develop or enhance training
- Event review of closed ASAP reports through crew briefings
- Trends and significant safety concerns are sent to the CWG and listed in the quarterly blog on the ASAP JetNet page.

The ASAP Analyst will retain Safety Promotion records for a minimum of 24 consecutive calendar months per the SMS regulations.

Training:

Employee training - The Tech Ops ASAP process is detailed in the General Procedures Manual (GPM), [Section](#) All new-hire employees receive training on the program during initial training. All covered employees will be required to take CBT course: Tech Ops ASAP Awareness Course Code – MX00669.

ERC training - Each primary and alternate member of the ERC is responsible to be trained in the following course and is offered, but not required by the FAA ERC representative(s).

- Introduction to ASAP and WBAT
- Just Culture
- Safety Management System
- MEAA/MEDA Training

Training is conducted by American Airlines, the Tech Ops ASAP Program Manager schedules and tracks ERC members and ensures ERC members have the required training. Periodic Joint AA, The Association and FAA Tech Ops training sessions and industry conferences are suggested and recommended for ERC representatives.

10. ASAP Interface with SMS

The following describes the Tech Ops ASAP interface with the American Airlines SMS. See the General Procedures Manual for more information on the AA Tech Ops SMS or the Safety Security and Environmental Manual Chapter 5 for more information on the AA SMS.

Employee Reporting: Tech Ops ASAP satisfies the SMS requirement for employee reporting program – for Tech Ops.

Training: Employees are trained regarding their role in the SMS and how to report hazards, see Chapter 9: Training.

Investigation of incidents/accidents or instances of non-compliance: Tech Ops ASAP investigates reported safety concerns, accidents, and incidents, as well as instances of non-compliance (see Chapter 3.4 Investigations).

Risk Analysis and Assessment: The Tech Ops ASAP Analyst analyzes submitted reports for risk and assigns an initial risk rating using the AA Risk Assessment Matrix. This risk level is reviewed and agreed upon or edited by the ASAP ERC during report review. The ASAP Analyst monitors the ASAP database for significant trends and provides the ERC with trend information. The ASAP ERC utilizes an escalation process for moderate and above risk rated reports/event, potential safety concerns, and safety trends to the CWG for review and action assignment. When reports/events are escalated to CWG, as part of the SMS, an action item is assigned and monitored for completion. The ASAP ERC attends the CWG monthly, reports out ASAP items, and tracks CWG action items on the CASS action item list to completion. The ASAP Analyst updates the ASAP database accordingly.

Risk Management: Tech Ops ASAP ensures risk management is accomplished prior to the implementation of ASAP System corrective actions. The ASAP ERC does this by assigning the corrective action to the affected program owner and reminds them of the requirement to accomplish risk management, per CFR Part 5, prior to accepting and implementing the ASAP ERC corrective action.

Safety Assurance: Tech Ops ASAP data outputs flow into the Tech Ops SMS through the CWG

Safety Promotion: Tech Ops ASAP shares lessons learned (example - Bulletins, Tech Ops Talks, Crew Briefs and Tech Ops ASAP home page) and ensure employees and ERC members have the necessary training to fulfill their duties within the SMS (See Chapter 9: Safety Promotion)

Program Review: Tech Ops ASAP effectiveness is measured through the completion and internal review of the Tech Ops ASAP annual 1st quarter program review, Quality Assurance audits of Tech Ops SMS (ad hoc), and Internal Evaluation Program (IEP) audits as required for the Tech Ops SMS.

11. Just Culture

An organization has a Just Culture when an employee's honest mistake is not penalized, yet employees are still held accountable for their actions by focusing efforts at the behavior of the employee and the system contributors, and not the end result.

All members of the ERC must attend Just Culture training, so they have a knowledge of the Just Culture algorithms and materials and is offered but not required by the FAA ERC representative.

The following key terms are defined for the purposes of the Just Culture algorithm:

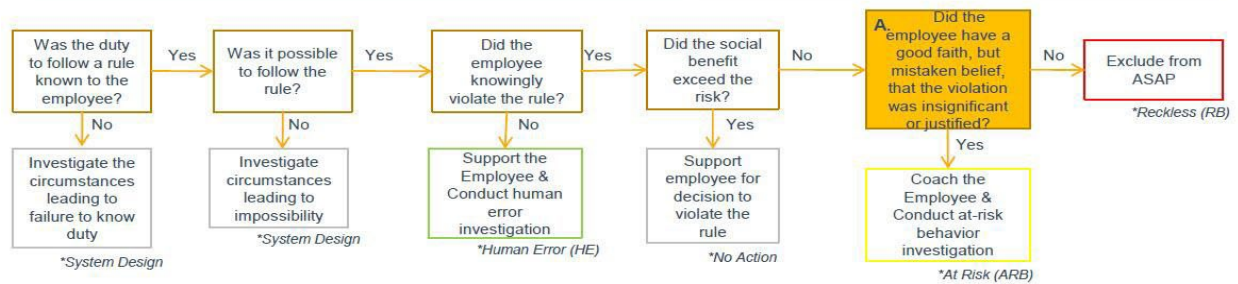
The Just Culture Algorithm - Is a trademarked tool provided by *The Just Culture Company*. The tool is designed to be used by trained personnel as an aid to determine the best course of action to address errors and violations. Utilized by trained personnel, the Just Culture Algorithm will identify system deficiencies and behavioral choices that contribute to errors or violations, and the appropriate action to be taken by the organization within a Just Culture. The Tech Ops ASAP ERC has agreed to use the Just Culture Algorithm as the decision tool for determining report/event acceptance and potential corrective actions. A determination of reckless behavior using the Just Culture Algorithm, through ERC consensus, will be excluded from ASAP. All other algorithm conclusions will be accepted into the ASAP with the most appropriate course of action to be

addressed through counseling, coaching, and correcting system deficiencies. The Just Culture model and Algorithm is in alignment with the FAA Compliance Philosophy.

- **System Design** – The system is defined as the support structures and controls we place around employees and contractors, i.e., policies, processes, equipment, software, training, maintenance, information, monitoring, resources. Therefore, system design is the act of designing the system to ensure it is effective in managing risk and achieving the end result. Tech Ops ASAP typically responds to system design deficiencies by assigning System Corrective Actions intended to correct the deficiency.
- **Human Error** – an inadvertent action; inadvertently doing other than what should have been done; a slip, lapse, or mistake. Reports/events involving a Human Error would be accepted into the Program, the employee will have a supportive discussion by the ERC and the ERC will attempt to identify Corrective Actions that might reduce the likelihood of a future similar error to occur.
- **At – Risk Behavior** – a behavioral choice that increases risk where risk is not recognized or is mistakenly believed to be justified. Reports/events involving an At-Risk Behavior would be accepted into the Program, the employee would be coached by the ERC regarding the at-risk choice, and the ERC will attempt to identify System Corrective Actions to include the possibility of coaching a larger peer group to correct group drift.

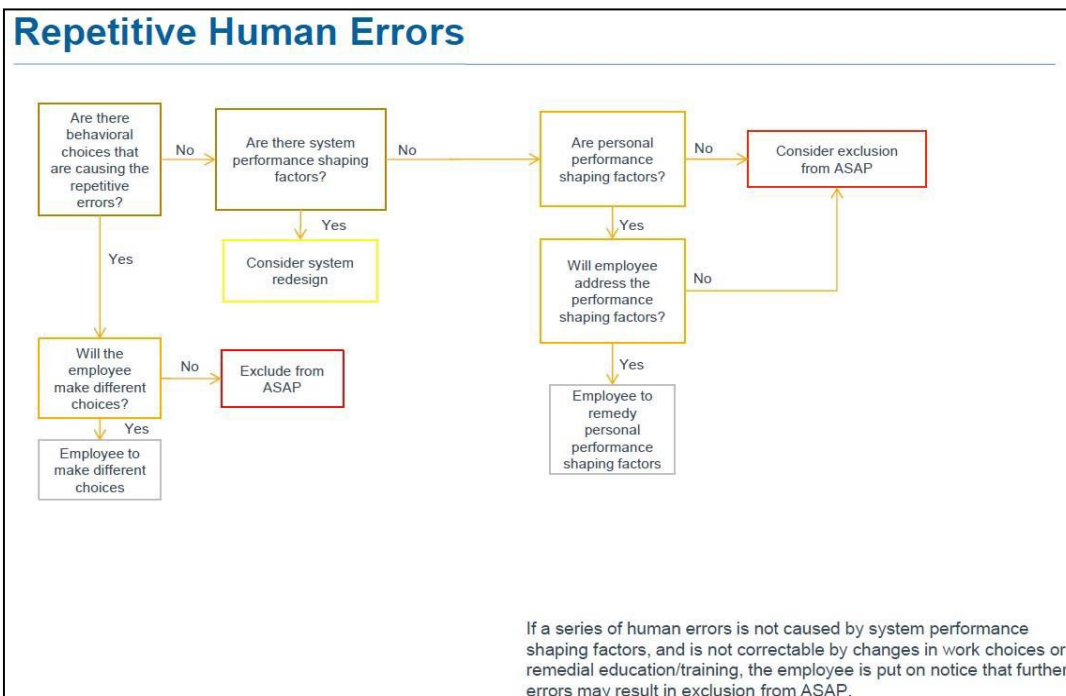
- **Reckless Behavior** – a behavioral choice to consciously disregard a substantial and unjustifiable risk. Reports/events involving a Reckless Behavior would be excluded the Program.

Duty to Follow a Procedural Rule

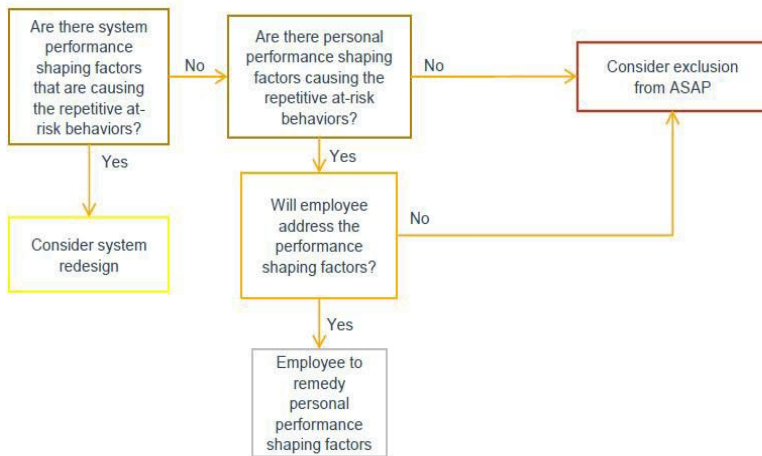


Decision Point A: (Describe the good faith, but mistaken belief)

The following Just Culture Algorithms are visual aids used when analyzing system deficiencies and the quality of behavioral choices:

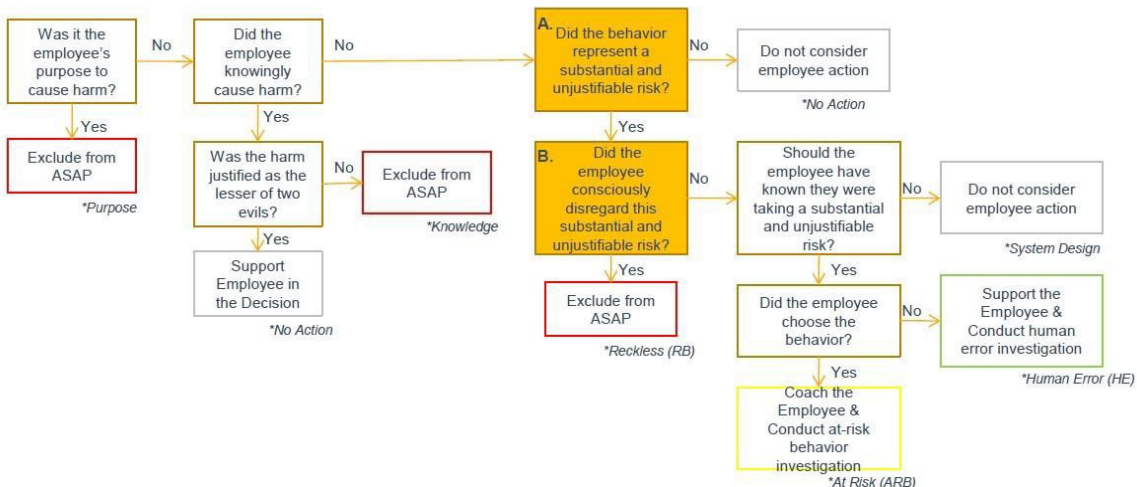


Repetitive At-Risk Behaviors



If a series of at risk behaviors is not caused by system performance shaping factors, and the employee has not been responsive to behavioral coaching, the employee is put on notice that further at-risk behaviors may result in exclusion from ASAP.

Duty to Avoid Causing Unjustifiable Risk or Harm



Decision Point A: (Describe the Substantial AND Unjustifiable Risk)

Decision Point B: (Describe the Conscious Disregard using the Objective Person Standard)

12. Reporting Database

AA currently uses the Web Based Application Tool (WBAT) for Tech Ops ASAP confidential reporting, data gathering, data collection, and event analysis.

Along with the Tech Ops ASAP confidential report, WBAT stores data acquisition, event categorization, risk analysis, data trending, and corrective actions.

Any changes to WBAT are presented to the ERC for unanimous approval. The Tech Ops ASAP Program Manager ensures training or notification to employees occurs when upgrades or changes to WBAT happen, that could cause confusion to employees.

13. Tech Ops ASAP Terms and Abbreviations

AA	American Airlines (Post merger)
AC	FAA Advisory Circular
ASAP	Aviation Safety Action Program
THE ASSOCIATION	Transport Workers Union/International Association of Machinists & Aerospace Workers (TWU/IAM)
CA	Corrective Action
JCBA	Joint Collective Bargaining Agreement (Union contract)
CFR	Code of Federal Regulations
CMO	Certificate Management Office
COMPANY	American Airlines (AA)
CRB	CASS Review Board
CWG	CASS Working Group
ERC	Event Review Committee
ERC RESPONSE	ERC message to a reporter citing administrative closure
FAA	Federal Aviation Administration
IAM	The International Association of Machinists and Aerospace Workers
Member Party	FAA – AA – The Association
MOU	Memorandum of Understanding
SITTING ERC MEMBER	Voting ERC member
SME	Subject Matter Expert
SMS	Safety Management System
TWU	Transport Workers Union of America
TODAG	Tech Ops Data Analysis Group
UNANIMOUS CONSENSUS	Voluntary agreement of all voting ERC members signifying that all members support a decision or recommendation
NASA ASRS	NASA Aviation Safety Reporting System
MEAA	Tech Ops Compliance Investigation

****NOTE:** For list of Definitions refer to AC120-66 (as revised) – Appendix A – Definitions

14. Tech Ops ASAP Policy Guide Revision Process

In the spirit of ASAP, this document is compiled, and any changes accepted by all current members of the ERC by consensus. All future changes or editions will be made in like manner. The American Airlines ASAP Manager will be responsible to submit revisions to the guide to the ERC and the American Airlines CMO for acceptance and to provide a copy of acceptance memo that all ERC members must acknowledge prior to publishing.

- A. The ERC will meet to discuss and by consensus agree to any changes to the Tech Ops ASAP Policies and Procedures Guide once changes or editions are made a courtesy copy will be sent over to American Airlines CMO by the American Airlines ASAP Manager.
- B. The American Airlines ASAP Manager will receive the FAA and ERC acceptance memo by email or other agreeable means prior to publishing the guide or guide section revisions.

Note: It is acceptable to send by email a Notification of Change to the FAA American Airlines CMO if date or revision number must be modified. This must state the new date and revision number and that no other changes have been made.

- C. The American Airlines ASAP Program manager will retain history on the manual revisions for a minimum of 2 years from the date of issuance unless otherwise determined by consensus of the ERC.
 - 1. The history will include full copies of prior revisions.
 - 2. Retained copies will be stored on the American Airlines Ops Safety shared drive, in the ASAP Tech Ops folder.
 - 3. Requests for history should be submitted to the ASAP Program manager.

Appendix A. Event Review Committee (ERC) Members

The ASAP Event Review Committee (ERC) consists of designated primary and alternate members from each of the associated groups listed below. Every effort is made for the primary designated members to attend the scheduled ERC's meetings. If a primary member cannot attend the ERC meeting, the alternate member is delegated authority to take the place of the primary member. At least one member of the associated groups must attend the ERC for the meeting to take place. *(Note: Personnel listed below are subject to change and will not require a revision to the Tech Ops Policies and Procedures Guide)*

Organization	Name	Title	Role
American Airlines	Wayne OBrien	Tech Ops ASAP Program Manager	Primary
American Airlines	David Leo	Tech Ops ASAP Program Alternate Manager	Alternate
Transport Workers Union (TWU)	Brad Brugger		Primary
	Harry Charalambous		ERC Member
	Joe Absalon		ERC Member
	Doug Housley		ERC Member
International Association of Machinists and Aerospace Workers (IAM)	John Hall		Primary
	Bud Brown		ERC Member
	Mitch Worthington		ERC Member
Federal Aviation Administration	Daniel Lindsey		Primary
	Joe Marsh		ERC Member
	Reginald Vessels		Primary Avionics

URL links:

ASAP Reporting:

<https://app.wbat.org/wbat/americanairlines-safety/maintenance/srs-index/view?>

JetNet ASAP Webpage:

www.newjetnet.aa.com/community/operationssafety/asap/me-asap/overview