

Tech Ops ASAP Report Submission Guide

This guide walks you through the process of submitting a Tech Ops ASAP report. It's designed to help you report maintenance-related concerns clearly and completely, ensuring the ASAP committee has everything they need to assess the situation.

Accessing the ASAP Page

1. Go to the **Tech Ops Home Page**.
2. Click on the **Communications** header (top blue bar).
3. Select **ASAP** from the dropdown menu.

Starting a New Report

- Click **Add a New Tech Ops ASAP Report**
(Important: Do not select "Safety Concerns Report.")
- Required fields will be highlighted in red.

Required Information

1. Immediate Safety Flight Concern Reported to MOC

- Select **Yes** or **No** from the dropdown.
- **Example:** You discover a bolt in your pocket after completing a job on an aircraft. You're unsure if it came from the plane or was unrelated. This could indicate a potential maintenance oversight and may require stopping the aircraft at its next station for inspection. In this case, select **Yes** and notify MOC immediately.

2. Overview Box

- Enter your:
 - **Home mailing address:** e.g., 123 Main Street, Wantagh, NY 11793
 - **Cell phone number:** e.g., (516) 555-1234
 - **Email address:** Defaults to your AA email (e.g., harry.smith@aa.com), but you can change it to a personal one if preferred.
 - **Job title:** e.g., Aviation Maintenance Technician
- Click **OK** to return to the ASAP page.
- Click **"I have reviewed my employee information."**

3. Experience - Select your **number of years in current position** from the dropdown:

- Less than 2 years
- 2-5 years
- 5-10 years
- Greater than 10 years

Event Details

Fill out the following fields with accurate information:

- **Shift of error:** e.g., Midnight shift
- **Date and time of event:** e.g., August 3, 2025, at 02:15 AM

- **Date and time notified:** e.g. August 4th , at 11:00 PM
- **Aircraft nose number:** e.g., N123AA
- **Station code:** e.g., JFK
- **Location of event:** e.g., Hangar 5, Gate B22
- **Fatigue factor:** Indicate whether fatigue contributed to the error (Yes/No)
- **Detection and reaction:** Describe how the issue was discovered and what actions were taken.

Example: “During post-task inspection, I noticed a missing fastener on the access panel. I immediately notified my supervisor and initiated a recheck of the area.”

Narrative Section

This is the most important part of the report. Be thorough and specific.

- **Example Narrative:**
“While performing a routine hydraulic line replacement on aircraft N123AA, I completed the task and signed off the work order. Later, during cleanup, I found a bolt in my pocket that matched the type used in the job. I couldn’t confirm whether it was leftover or missed during installation. I informed my supervisor and requested a reinspection of the aircraft at its next station to ensure safety.”
Avoid vague entries like “I made a mistake” or “I forgot something.” The more detail you provide, the better the committee can understand and support resolution.

Final Steps

- Click the **Submit** button (blue).
- After submission, expect a **call or text** from a **TWU/IAM ASAP coordinator** to follow up on your report.

TWU ASAP Contact List

- Brad Brugger 918.855.7825 TWU bbrugger@twu.org
- Mike Daane TWU 918.899.6427 mike.daane@aa.com
- Brad Mueller 918.809.6641 TWU brad.mueller@aa.com