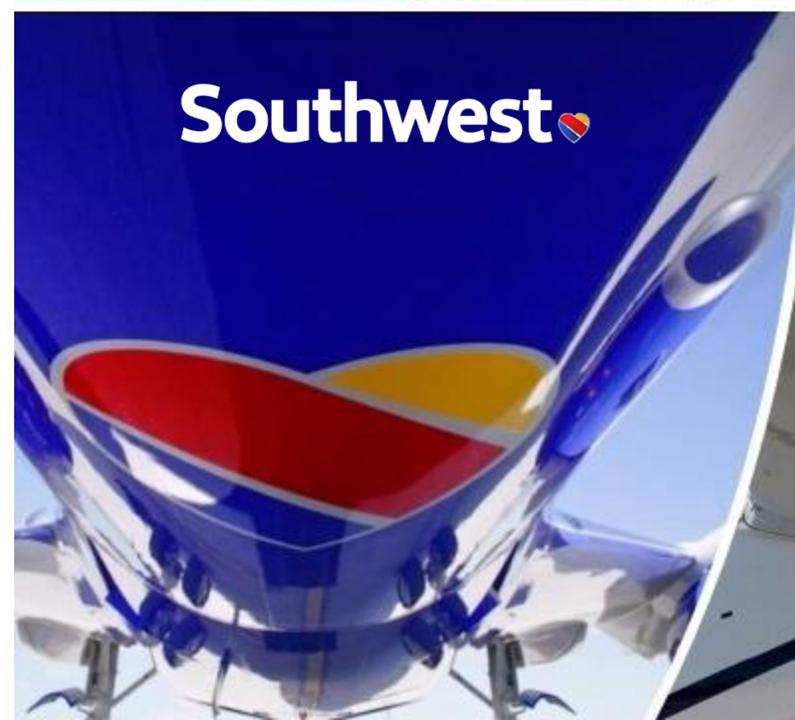


Discussion Topic

Inadvertent Slide
Deployments using a Just
Safety Culture



UNITED 




IATA



14,000 cabin crew

27,000 cabin crew

20,000 cabin crew



Entrant – 60 years

Entrant – 60 years

Entrant – 53 years



5,000 since 2022

7,100 since 2021

6,700 since 2022



Long & Short haul

Worldwide

Domestic and near-international



290 aircraft

950 aircraft

819 aircraft

Door Procedure - Opened from inside by cabin crew

Pre-2018

Procedure to count
to slow down

6 ISDs per year
(avg)

2018

Operator/Checker
procedure in place

6 ISDs since
implementation

2023

All new cabin crew
within 6 months of
DOJ

3 ISDs

BA emergency slide accidentally deployed a THIRD time this year



By Harry Kemble
23/06/2023

Home » BA emergency slide accidentally deployed a THIRD time this year

A British Airways cabin crew member accidentally deployed the emergency slide on an aircraft in the second year.

The latest accident, which happened after a BA flight landed in Madrid, is estimated to have cost the airline £500,000.

Earlier this month, a BA steward on her debut flight mistakenly activated the emergency slide as the plane taxied.

In January this year, another new BA cabin crew member activated the emergency slide at London Heathrow on a flight to Madrid.

In the latest incident on Tuesday, the inflatable exit was launched after the plane had touched down in the Spanish capital.

British Airways to Introduce Mysterious Japanese Shisa Kanko Ritual to Stop Costly Emergency Slide Blunders

BY MATEUSZ MALCZYNSKI
12TH DECEMBER 2023



British Airways is to introduce the seemingly mysterious Japanese ritual of Shisa Kanko onboard its flights in a bid to prevent cabin crew from accidentally activating the emergency slides following a spate of costly incidents through 2023.

In January, a new hire member of cabin crew on one of their first-ever flights accidentally activated an emergency slide as a British Airways Boeing 777 pushed back from the gate.

SHISA KANKO

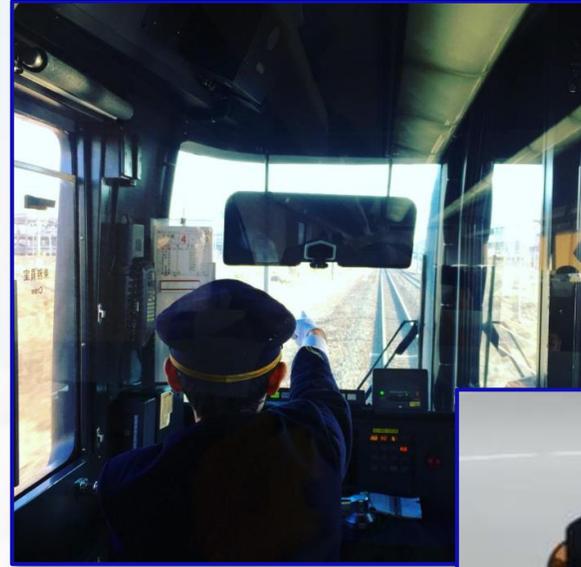
CAN A SIMPLE TECHNIQUE REDUCE SKILL-BASED HUMAN ERROR?

SHISA KANKO

- Shisa Kanko means ‘Pointing and Calling’
- In North America it is known as ‘Pointing and Acknowledging’
- The action can help move unconscious skill-based activities to **conscious** execution, **significantly** improving accuracy in application
- The technique facilitates the cognitive control processes of the supervisory attentional system and can be **highly effective** at mitigating errors within the busy, operational environment
- The human controls each step of the action sequence, **slowing** behaviours down and **increasing** accuracy **reducing** the chance of an unintended consequence

SHISA KANKO : BENEFITS

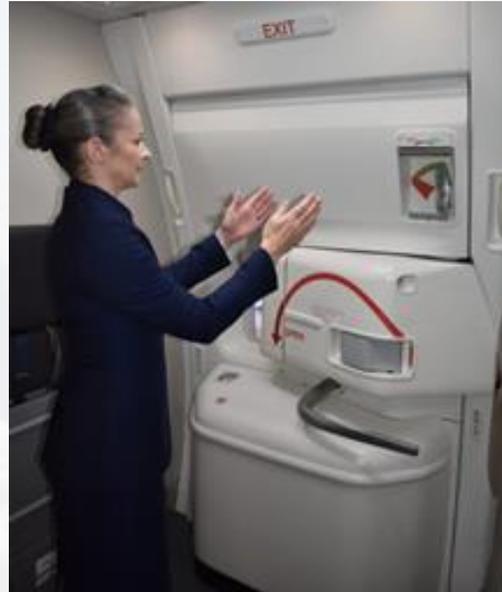
- A study by the Railway Technical Research Institute in Japan demonstrated that the technique of pointing and calling **reduced error by 85%**
- Workers who completed a simple task without pointing and calling made **2.38 errors per 100 actions**, while workers who practiced pointing and calling made only **0.38 errors per 100 actions**
- The technique has benefits in both task execution and developing neural connections and memories associated with learning new tasks



SHISA KANKO : PROCEDURE



- Disengage from non-safety related tasks
- Face the door
- Step towards the door
- Stop
- Stand still with both arms down by the side of the body, looking at the door mode selector



- Raise both hands and indicate the door mode selector, without touching the door
- Prepare door for departure in accordance with the type-specific procedures as detailed in the FAM or CCOM



- Step back from the door
- Whilst still facing the door, stand still with both arms down by the side of the body, looking at the door mode selector
- Report door status in accordance with type-specific procedures as detailed in the FAM or CCOM



Count of ISDs by Year



ISD Count by AC Type, by Year



TOP FOCUS AREAS

New Hire
Deployments

Aircraft
Enhancements

Post-Event
Remediation

Near Miss Data

TOP FOCUS AREAS

New Hire
Deployments

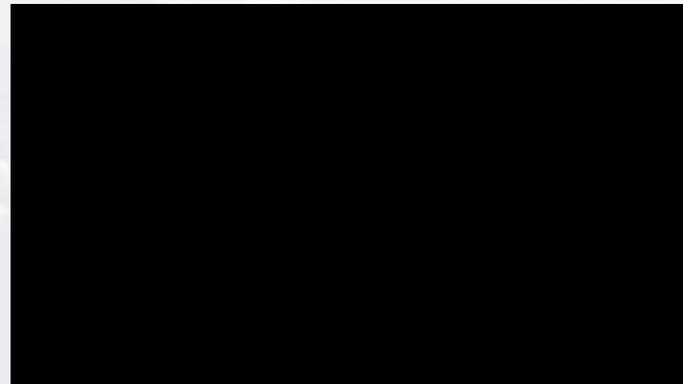
Aircraft
Enhancements

Post-Event
Remediation

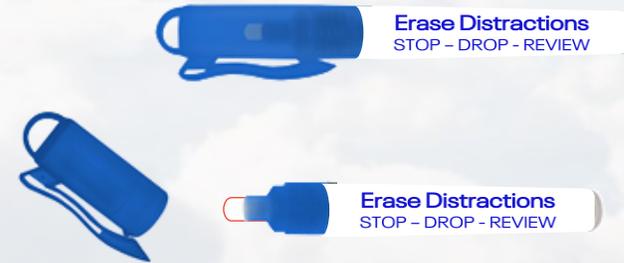
Near Miss
Data



Number of new hire
ISD in 2023



Targeted lesson on
graduation day
featuring testimonial
ISD video



New hire mitigation:
Stain erase pens for every
new flight attendant
**“Erase Distractions:
Stop – Drop – Review”**

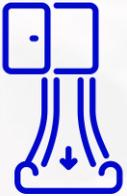
TOP FOCUS AREAS

New Hire
Deployments

Aircraft
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Near Miss
Data



- Large number of Boeing 737 deployments



- Worked with US/Canadian 737 operators to engage Boeing on possible improvements to the evacuation system



- United door enhancements to mitigate deployments

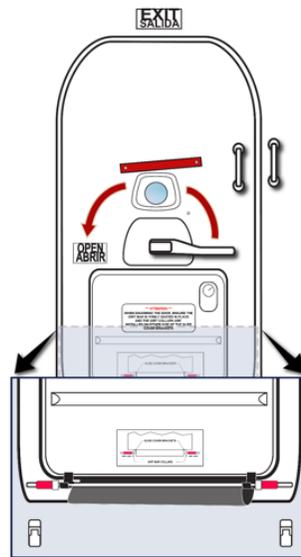
TOP FOCUS AREAS

New Hire
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(Disarmed position shown)

PLACARD DETAIL

***** ATTENTION *****
WHEN DISARMING THE DOOR, ENSURE THE GIRT BAR IS FIRMLY SEATED IN PLACE AND THE GIRT COLLARS ARE INSTALLED ON EITHER SIDE OF THE SLIDE COVER BRACKETS



PLACARD DETAIL

***** ATTENTION *****
WHEN DISARMING THE DOOR, ENSURE THE GIRT BAR IS FIRMLY SEATED IN PLACE AND THE GIRT COLLARS ARE INSTALLED ON EITHER SIDE OF THE SLIDE COVER BRACKETS



TOP FOCUS AREAS

New Hire
Deployments

Aircraft
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Post-Event
Remediation

Near Miss
Data



- Built an enhanced remediation course for flight attendants involved in deployments



- Two classroom days plus a check ride



- Ensuring just safety culture is maintained while focusing on the seriousness of inadvertent slide deployments

TOP FOCUS AREAS

New Hire
Deployments

Aircraft
Enhancements

Post-Event
Remediation

Near Miss
Data



- Collection of near miss data through safety reporting allows us to identify areas of opportunity



- Catering slamming doors causing girt bar to fall



- Flight attendants leaving doors armed found by next crew

Two full slide deployments within a six-week period

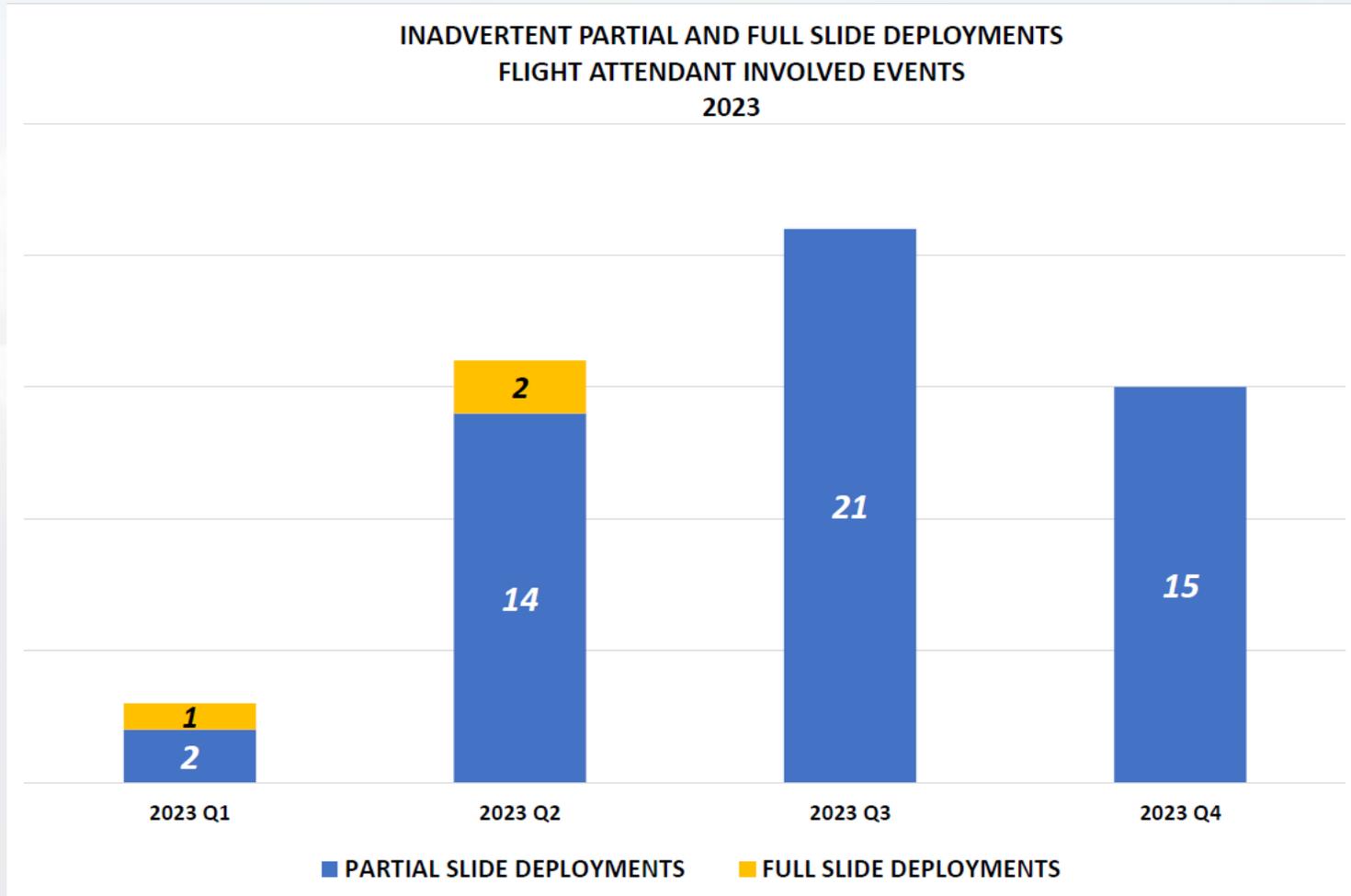


03-31-2023



05-14-2023

ELISE MAY– SR. PROGRAM MGR INFLIGHT SAFETY & REGULATORY COMPLIANCE



REMEDIATION PROCESS

Flight Attendant will meet with an Inflight Learning Instructor and cover the following:

1. Identify what went wrong, contributing factors, and how the event could be prevented in the future
2. Review door arming/disarming procedures in the FA Manual and ensure full understanding
3. Provide hands on practice with both arming/disarming the door
4. Review door modules from Initial and Recurrent Training (both CBT and classroom)
5. After review is completed, a detailed summary will be provided back to the Inflight Safety & Regulatory Team representative and/or the ASAP ERC