Air Niugini

CORPORATE QUALITY AND SAFETY DEPARTMENT

Air Niugini Safety Systems Office ANG HAUS LEVEL 3, Jacksons Parade, 7 Mile, NCD.

Phone: 327 3740 Email: safetyoffice@airniugini.com.pg

SAFETY JOURNAL NOVEMBER 2022

Learnings from an occurrence due to Human Error

Introduction

In August 2022, one of the Air Niugini's Fokker 100 was detailed to operate a domestic flight; few minutes after the departure of the aircraft, the NAC team found two panels near the runway and same was brought to the notice of the ANG team. The two panels were identified by the ANG team as Left-wing Stub panels. Earlier the aircraft was under maintenance, due to an AD requirement and the STUB wing panels were removed to conduct NDT test as advised by FOKKER.

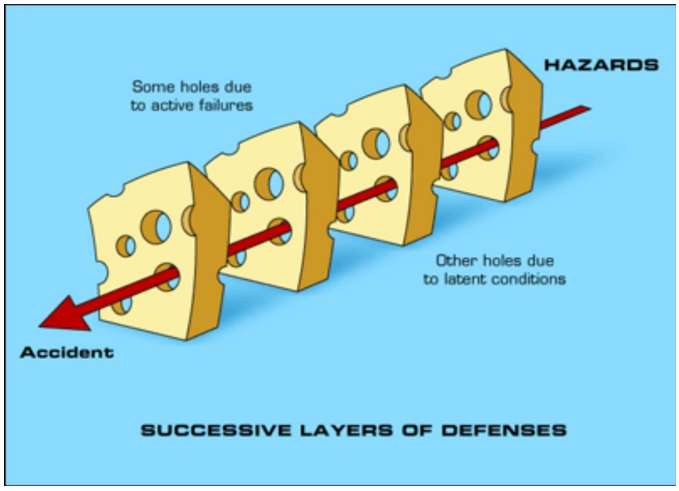
Contributing Factors:

1. Lack of Clarity with respect to the allocated task ensured some confusion which led to the panels being removed and installed back, twice within a span of two days.
2. The Maintenance crew failed to update the Logs (AJTL, checklist etc) either for removal or installation of the panels.
3. They also further states that they saw the Hired NDT technical going up with the screwdriver. And the technician should have made an AJTL entry if they have opened the panel.
4. A sub contractor was allowed to work on the equipment without proper supervision of an approved personnel.
5. There were no records to provide details regarding the area accessed to complete the work.
6. Based on the Information and records available . The engineer working on the later shift closed only the inside panels and didn't bother about the external panels.
7. The daily inspection before the release of airplane to service too didn't capture the error, as the location of the panel were not easily visible from the ground.
8. The Daily Handover sheet used also didn't deliberate on the work carried out and the panels that were removed.

Learnings:

James Reason's Swiss Cheese model of accident causation, likens human system defenses to a series of slices of randomly-holed Swiss Cheese arranged vertically and parallel to each other with gaps in-between each slice. Most accidents can be traced to one or more of four levels of failure:

- Organizational influences,
- Unsafe supervision,
- Preconditions for unsafe acts, and
- The unsafe acts themselves.



The Contributing factors for this incident too can be classified based on the Four Levels:

1. Organizational Influence: Lack of clarity on the allocated task, No LOG entry for removal of panels, No proper handover take over.
2. Unsafe Supervision: Lack of supervision of the sub contractor working on the equipment.
3. Pre conditions for Unsafe act: Crew working between several aircraft, NDT Engineer was not available.
4. Absent Barrier: No supervision of work after 1700 hrs and Inadequate check after an equipment comes out of workshop.

These conditions and factors exist in every work place, but go unnoticed in normal or regular working hours. Most of the conditions have become acceptable as a norm and tend to get highlighted after an accident/ incident. Many employees may feel (justified or not) that the hazards they encounter, sometimes on a daily basis, are just how things are and reporting them is not necessary.

All hazards that are found in the workplace should be reported immediately to the safety department. This should be a standard practice and an appropriate action to take should they encounter any hazard or potential hazard they discover.

Air Niugini Safety Systems Office ANG HAUS LEVEL 3, Jacksons Parade, 7 Mile, NCD.

Phone: 327 3740 Email: safetyoffice@airniugini.com.pg

SAFETY JOURNAL NOVEMBER 2022

Remember the following, with respect to Hazard:

What is an unsafe condition that should be reported?

This is any circumstance found in the workplace that could allow an incident to occur that might harm people, equipment or property. Give examples specific to your workplace such as rusted or broken tools, inadequate PPE provided, containers that are not labeled, insufficient stairway lighting, broken machine guards, or a leaking refrigerator in the break room.

What is an unsafe act that should be reported?

This is any behavior that could lead to an incident that might harm people, equipment or property. Unsafe acts might not be intentional. Examples of unsafe acts might include using equipment in a careless manner or not using PPE as required.

What should be done if an unsafe condition or act is witnessed in the workplace?

Report it. The Hazard Report can be forwarded using one of the Following Methods:

- (E-Reports) AQD reporting system
- Email to safetyoffice@airniugini.com.pg.
- Fill the Hazard Report Form (QA400) and drop it in the designated drop boxes
- Through a phone using the link https://forms.office.com/r/XhVVuLFm6i
- Through Comply 365
- Send the details through SMS/WhatsApp to **+675 7203 6619**
- Scan the QR Code to file a report

Incident reporting is critical, and near-miss reporting is important, but hazard reporting is also extremely necessary for the safety of your workforce.

Safety recognition Awards:

Sep—Oct 22

1. Captain- Rick Nendepa, for Voluntary Reporting on a Lapse resulting in a deviation form the Standard Operating Procedure and Correcting it.

2. Rachel Dobunaba-Asiba, for highlighting a security lapse at the cargo Terminal

Jul– Aug 22

1. First Officer- Yohan Alistair Dissanayake, For reporting about fuel leak in Wewak and continuous follow up.

2. Cabin Crew- Sheryl Marjen , for highlighting a security issue.