



INTER-OFFICE MEMORANDUM

3101 Tchulahoma
Memphis, TN 38118

901 369-3600

U.S. Mail: Box 727
Memphis, TN 38194

DATE: September 17, 1992 **TO:** All Flight Crew Members
FROM: Al Garcia
SUBJECT: Voluntary Disclosure Report (VDR)

This memo describes a change to the VDR program and is to remind those of you who have signed as the responsible person to monitor a VDR comprehensive fix, to ensure that fix is still valid. Also, remember that FAA approval must be obtained prior to changing a comprehensive fix already approved by FAA.

Recent FAA direction to FAA field offices has resulted in several changes in the processing and FAA acceptance criteria. Beginning October 1, 1992, the maximum time period from start to finish to provide FAA with the completed report is 30 days. Closer attention by FAA will be given to the analysis and comprehensive fix reported by the operator to ensure minimum FAA criteria has been met before FAA approval is granted.

The analysis and comprehensive fix are the two most important parts of the VDR report. Careful attention must be given to all of the facts leading up to the incident reported to ensure the correct conclusion is reached as to the root cause(s). To determine what a valid and effective comprehensive fix will be for incident, the analysis must first be accurate and complete. The corrective actions taken need to resolve the root cause of the incident and prevent a like occurrence.

Some of the most difficult incidents to determine a valid comprehensive fix for are those due to human error only. To be acceptable to FAA, the minimum corrective action needs to consist of

a letter placed in the individuals personnel file; counseling, additional training and closer supervision.

The FAA VDR Program not only provides a means to prevent Company fines (PROFITS), but more important, it provides management with the identity of problem areas discovered and how effective the comprehensive fix for them has proven to be. If the fix is not doing the job you intended it to do, you should revise the fix and submit it for FAA approval before another like incident occurs.

Thanks to all of you for your continued support of the VDR program.



Al Garcia
FAA Liaison
Quality Assurance
(901) 369-3993

enclosure

GUIDE TO INFORMATION REQUIRED IN RANC RESPONSE

1. Who first discovered the incident and when (full name, title, department and phone number, date and time).
2. What were the circumstances that resulted in the discovery of the incident
(how was it discovered).
3. To who and when was the incident reported to in QA, and by who (full name, title, department, and phone number).
4. Fully describe the incident and include the specification that was exceeded (AD, EO, EA, MM, Maintenance Program Specification Hard Time), based on limit tracked, by how much was it exceeded.
5. What was the full extent of the incident (identify all equipment affected by registration number if aircraft, serial number if engine, position installed in), include spares if affected.
6. What specific actions were immediately taken to stop further non-compliance, by who were they taken (full name, title, department, phone number).
7. What specific actions were taken to correct the situation causing the non-compliance and to prevent a like occurrence (comprehensive fix) **IMPORTANT PART, MUST BE FAA APPROVED**
8. Who is responsible to monitor the corrective action fix to ensure full implementation is made and that no changes will be made without prior written FAA approval (full name, title, department, phone number).
9. Have you enclosed a copy of any procedure or document revised as a result of the incident.
10. Have you enclosed a copy of each pertinent document involving the incident at the time of discovery and at time of correction (AML, work card, work package, EO, EA, computer printout, maintenance alert), which show status at discovery and status when corrected.
FOR ASSISTANCE, CONTACT AL GARCIA 369-3993 OR ED KOWALCZYK 369-3932 QUALITY ASSURANCE 5433

THANKS FOR YOUR SUPPORT