

4<sup>th</sup> annual Singapore Aviation Safety Seminar

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**Lesson Learned from Accident  
and Incident Investigation**

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# Lesson learned from accident and incident investigation

The sole objective of accident or incident investigation is the prevention of accidents and incidents.



# How to tell the apple is good?

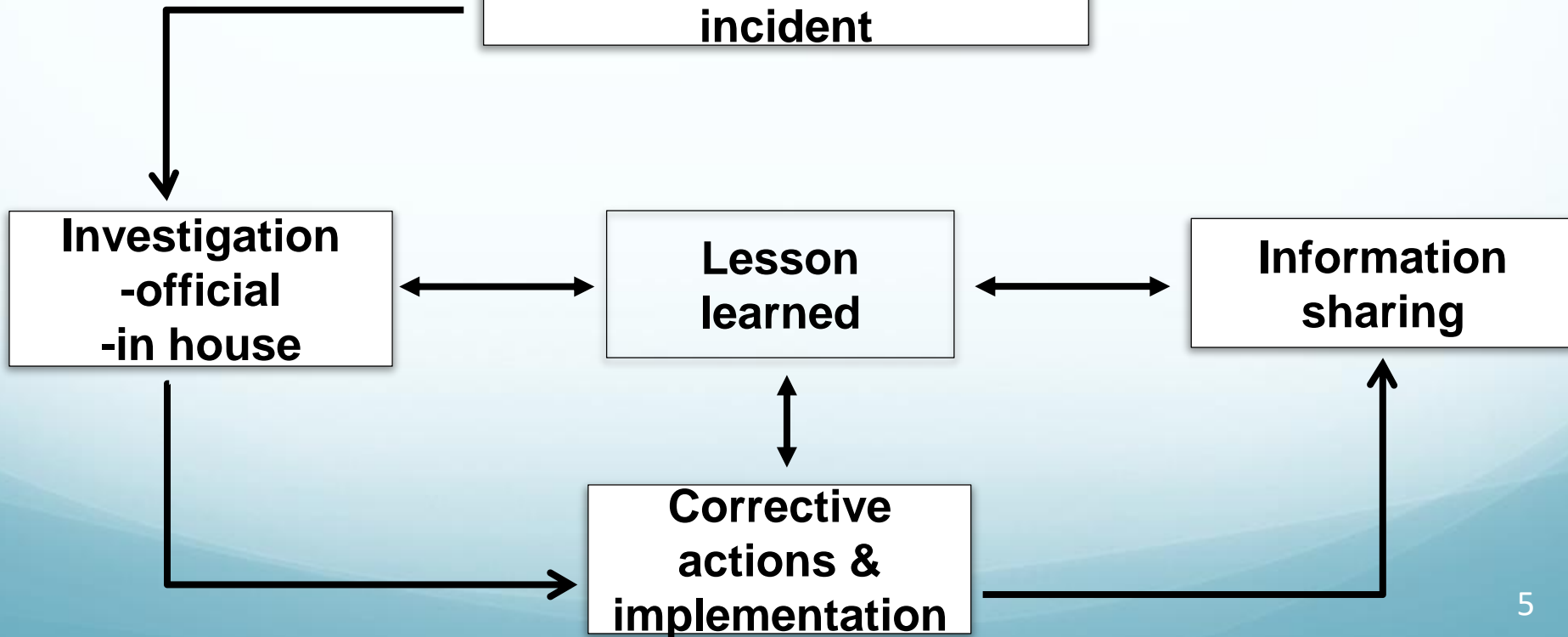


Are you going to bite the rotten apple?





**Cause(s) of accident or incident**



# For serious incident or accident fall into ICAO Annex 13 regime

- The investigation body is the local investigation authorities.
- Cooperation with local authorities on conducting the investigation is operator's obligation.



# Operator's expectation

- In order to identify the cause(s) of any undesired event and take corrective actions immediately, operator shall conduct the parallel investigation upon the occurrence of any undesired event.
- Could the investigation authorities provide the CVR and FDR data to operator to facilitate operator's in house investigation under an non-disclosure agreement.
- Such lesson shall be learned immediately, could not wait until the official investigation report being published 6 months, one year or two years later.



| Event Date   | Date of Operator's Review Board | Date of Authority's Investigation Report published |
|--------------|---------------------------------|--|
| SEP 02, 2010 | SEP 03, 2010                    | DEC 28, 2011                                       |



| Event Date   | Date of Operator's Review Board | Date of Authority's Investigation Report published |
|--------------|---------------------------------|--|
| SEP 13, 2012 | SEP 14, 2012                    | JUL 30, 2013                                       |





For event not fall into ICAO Annex 13  
regime

Is authority investigate this event?



How about this one?



- An investigation shall be initiated by the operator, SMS/ HIRA, HFACS & HFIX methodologies will be applied
- Difficulties encountering on the investigation :
  - ✓ No legal authority just based on contractual relationship.
  - ✓ Normally the operator will not allow to interview the agent who involved on the event.
  - ✓ Playing the game of “Tom & Jerry” due to responsibility and liability concern. Especially involved with outsource agents.



In order to be capable to conduct such investigation thoroughly, operator must build up the investigation capability among its designated work force.



# Lesson learned

Accident is preventable if we are working hard enough !



沒有避免不了的事故，祇有努力不夠的我們！