

United Airlines LOSA programs

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United's LOSA programs

12 LOSA programs

- Flight Ops
- Technical Ops
- Dispatch
- Load Planning
- Crew Scheduling X3
- Above the Wing X2
- Below the wing
 - Ramp
 - Move Team
- Food Service

Implementation lessons

1. Planning, planning, planning
2. Inclusion
3. Communication
4. Final check for readiness
5. Include the data output in the plan

LOSA Program — Implementation Plan

| Preparation & Coordination | Implementation Strategy | Checklist Run Test and Calibration | Training for Observers and Trainers | Program Implementation |
|--|--|---|--|---|
| <ul style="list-style-type: none"> Obtain Management Buy-In and Labor group as applicable Identify a development team LOSA Introduction presentation and how it integrates with existing safety programs and SMS LOSA Implementation objectives and responsibilities LOSA Data Base Infrastructure Outline objectives, scope of implementation, marketing, training, and timeline to continue moving forward with LOSA preparation Commitment of availability of resources to support LOSA and implementation dates, observations size Policies and Procedures | <ul style="list-style-type: none"> Develop a Checklist and Demographics, threats and severity assignment Employee group communication for awareness and program purpose LOSA observations size Identify trusted observers and potential training dates Communication / briefing to Leadership / Management on implementation status | <ul style="list-style-type: none"> Checklist run test and validation session 1 week validation test on checklist, and data output Finalize checklist for database implementation | <ul style="list-style-type: none"> LOSA Implementation process check in Database use, observations scoring, threats, checklist input Development team to draft communication briefing to leadership Communication to employee group about LOSA implementation and observations dates | <ul style="list-style-type: none"> Commence round of observations and data entry LOSA check-in meetings with team and observers to report back progress and challenges Completed observations, Data collection Data analysis and reporting Employee survey for feedback Report out to Leadership and employee group |

Date:

Date:

Date:

Date:

Date:

The value of LOSA

- Predictive approach/
- And integration of multiple data sources
- LOSA enhanced SMS



Tying it all together

- Get quick wins and communicate them to the front line
- Watch for trends in observation counts
- Build in sustainability

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