



SAFETY ALERT 2021-10

Issue: 02

Date of Issue: 19th October 2021

SUBJECT:

CONCERNS ARISEN FROM ORGANISATIONAL FACTORS

REFERENCE PUBLICATIONS:

GCAA CAR 66
GCAA CAR 145
GCAA CAR Part X
CIVIL AVIATION LAW

APPLICABILITY:

Air Operator
CAMO Organisation
CAR 145 Maintenance Organisation
AMEL Holders

BACKGROUND:

Recently, the GCAA conducted an extensive investigation into an occurrence which resulted in an aircraft being flown several times with an invalid Certificate of Airworthiness. The associated maintenance error resulting in the invalid C of A was due to incorrect use of approved maintenance data and lack of awareness in respect to incorrect use of the MEL.

Issue 02 is issued to add recommendation a) 4) and a)5).

PURPOSE:

This Safety Alert is issued with the sole purpose of sharing the following findings of the GCAA's investigation with the industry to raise awareness and prevent reoccurrence.

- a) The organization's maintenance and management system (including quality and safety systems) did not detect the unsafe and non-compliant situation whilst information was available to the organization's key personnel.
- b) Post Holders and other key personnel lacked judgement and decision making to act appropriately to the developing unsafe situation.



- c) The Certifying Staff involved in the defect rectification and issuance of the aircraft Certificate Release to Service has failed to implement the appropriate maintenance data. This has led into installing an incorrect PN onto an aircraft in addition to misusing the MEL to deactivate the associated system; therefore, the aircraft was flown with invalid C of A.
- d) Prior to this occurrence, a trend of maintenance errors remained unidentified by the organization where several alert levels were previously breached in 2020.
- e) The initial investigation conducted by the organization's Quality and Safety Management System did not identify the impact of incorrect fitment of parts and subsequent misuse of the MEL.
- f) In addition to the failure of reporting this "Maintenance Error " which has led to the subject non-compliance unsafe situation, it appeared that the organization did not report other similar " Maintenance Errors " through GCAA Occurrence Reporting System due to a misinterpretation of the regulation.

As a result, the GCAA has adjusted its enforcement action which included the suspension and revocation of certain approvals \ privileges issued to the post holders and other personnel within the organization to ensure that the system established by the operator is free of non-compliance and latent condition that may lead to re-occurrence of similar unsafe condition.

RECOMMENDATIONS:

The GCAA urges each organisation to disseminate the content of this Safety Alert to all concerned staff within the organisation.

The following recommendations have been established:

- a) Organisations are reminded that they are:
 - 1) Responsible for establishing an effective safety management system, procedure and processes required by the GCAA Regulation to achieve safe operations of the aircraft.
 - 2) Required to demonstrate adequate and competent resources to implement the quality and safety systems, procedures and processes to prevent any unintentional deviation, error or mistake which could compromise safe operations. Additionally, those resources should continuously be reviewed, to ensure its effectiveness to prevent unsafe operations.



- 3) Required to establish a safety reporting system with appropriate and competent resources to investigate safety issues detected and reported within the organisation. Any safety trend must be correctly analysed, with corrective and preventive measures formulated to address the trend. Complete investigation on Safety issues as applicable, must be formally reported to the GCAA as required by the Regulation.
 - 4) All occurrences listed in the appendices to AMC-22 must be reported to the GCAA through the ROSI system as the data provided is mandatory.
 - 5) The principle of confidentiality applied on safety data and information reporting and associated source should not outweigh the adverse impact the release of safety data and information and associated source may have on aviation safety.
- b) Nominated Post Holders and Accountable Managers are reminded that they are responsible for discharging their duties and responsibilities as defined in the organisation exposition. They must be in a position to act appropriately to ensure safety, quality and maintenance systems are effective. They will be held responsible for any failure and any safety concerns, non-compliance or shortfall detected or undetected within their organisation.
- c) Any licensed or unlicensed personnel employed by an organisation are reminded that they:
- 1) They must comply with the GCAA regulations and perform their duties as defined by the organisation manual.
 - 2) They must utilise the organisation reporting system to report any safety concern.
 - 3) They must ensure the correct implementation of appropriate maintenance data before issuance of Certificate of Release to Service to the aircraft.
 - 4) Certifying Staff shall work towards providing the safe operation of aircraft and not succumb to self-imposed pressure.

CONTACT:

For Further information / clarification, you may contact airworthiness@gcaa.gov.ae