



# Problem / Incident / Action / QA Form

Form No. \_\_\_\_\_

**Definition:** A business/aviation PROBLEM is a: hazard, inspection failure, finding, occurrence, incident, situation or condition that needs to be dealt with and rectified. At Ardmore we encourage the reporting of these 'problems' because they become an 'opportunity (or learning)' to:- reduce risk and improve safety - as this contributes to better operations. We also value 'suggestions for Improvement' – see over.

## A. THE PROBLEM OR EVENT/INCIDENT

|            |                              |
|------------|------------------------------|
| Date/Time: | Originating Person/Position: |
|------------|------------------------------|

|   |   |           |                                   |                |            |           |               |       |
|---|---|-----------|-----------------------------------|----------------|------------|-----------|---------------|-------|
| 1. Where does the Problem originate (✓) | Audit   | Hazard ID | Improvement Suggestion (see over) | Incident (OOR) | Inspection | Near Miss | Risk (Review) | Other |
|   | Extra Info:-<br><div style="text-align:right">(Please provide a reference if you can)</div> |           |                                   |                |            |           |               |       |

|                            |              |       |          |          |          |              |       |       |
|----------------------------|--------------|-------|----------|----------|----------|--------------|-------|-------|
| 2. Location of Problem (✓) | Airspace     | Apron | Building | Landside | Off-Site | Runway 03/21 | Tower | Other |
|                            | Extra Info:- |       |          |          |          |              |       |       |

|                         |                   |                 |        |                                  |          |                             |          |       |
|-------------------------|-------------------|-----------------|--------|----------------------------------|----------|-----------------------------|----------|-------|
| 3. Category Problem (✓) | Airspace Incl OLS | Bird (wildlife) | Damage | Failure le. process or equipment | Injury * | Marking, Signs, Visual Aids | Security | Other |
|                         | Extra Info:-      |                 |        |                                  |          |                             |          |       |

|                                  |   |                |           |                          |       |
|----------------------------------|---|----------------|-----------|--------------------------|-------|
| 4. Is the Problem Notifiable (✓) | AAL Mgmt  | CAANZ Part 12) | NZ Police | * Workplace Safety Y / N | Other |
|                                  | If serious we may be required to report to another agency. Please detail or attach an appropriate form, ie. CA 05 or Workplace Safety:- |                |           |                          |       |

|                         |   |       |            |                   |        |        |      |       |
|-------------------------|---|-------|------------|-------------------|--------|--------|------|-------|
| 5. Who was involved (✓) | AAL Staff   | CAANZ | Contractor | Pilot or Operator | Public | Tenant | User | Other |
|                         | Extra Info:-<br><div style="text-align:right">(Please provide a name/contact details)</div> |       |            |                   |        |        |      |       |

|  |  |                             |                         |                                   |   |                       |                 |                         |
|--|--|-----------------------------|-------------------------|-----------------------------------|---|-----------------------|-----------------|-------------------------|
| 6. Risk (✓) Assessment le. what could happen; and when could it occur again? | <b>Consequence</b> -what harm/damage (or potential harm etc) |                             |                         |                                   | <b>Likelihood</b> (when could the 'event/situation' occur again?) |                       |                 |                         |
|  | • Near Miss  | • Medical<br>• Minor Repair | • LTI<br>• Major Repair | • Serious Harm<br>• Major Failure | • More than 2 years   | • 6 months to 2 years | • 2 to 6 months | • Soon (within a month) |
|  | • Please describe the risk:-                                 |                             |                         |                                   |   |                       |                 |                         |

|   |                    |
|---|--------------------|
| 7. Problem/Incident Detail - please describe (In greater detail) the incident/problem that occurred, eg. runway in use and/or the weather etc.:-<br><br>(attach additional pages and/or sketches and/or photos if needed) | Weather            |
|   | Runway             |
|   | UNICOM involvement |



**B. CONTRIBUTING FACTORS** i.e. why did the Problem occur or why does it exists?

|                                |  |  |                              |   |  |                         |   |              |
|--------------------------------|--|--|------------------------------|---|--|-------------------------|---|--------------|
| 8. 'Contributing Factors?' (✓) | <b>Active Failure</b><br>ie. an error or mistake | <b>Behaviour</b><br>ie. a Code of Conduct issue) | <b>Equipment malfunction</b> | <b>Human Factors</b><br>ie. noise, a distraction, stress, lack supervision, complacency, etc. | <b>Latent Issue</b><br>ie. a hazard or dormant problem | <b>Lack of Planning</b> | <b>Process or Instruction</b><br>ie. an unclear or ambiguous process or instruction | <b>Other</b> |
|                                | Extra Info:-                                     |  |                              |   |  |                         |   |              |

**C. THE ACTION FOR IMPROVEMENT**

Here focus on:- Rectification, Resolution and Improvement - to build Efficiencies, Teamwork and Resilience.

|                           |   |                         |             |          |                     |                   |          |       |
|---------------------------|---|-------------------------|-------------|----------|---------------------|-------------------|----------|-------|
| 9. Categorise the fix (✓) | Document or Process   | Equipment incl. Vehicle | Environment | Facility | Personnel (related) | Signage / Marking | Services | Other |
|                           | Please provide additional Info:-<br><b>(Reference:-</b> Document No, or Asset No. or Service type/location) |                         |             |          |                     |                   |          |       |

10. Suggest or recommend how the hazard/incident/problem can be **fixed/rectified**, ie. to 'improve' aerodrome safety and operations at Ardmore:-

(attach additional pages and/or sketches and/or photos if needed)

**D. 'OPPORTUNITY/SUGGESTION FOR IMPROVEMENT' ( SFI )**

There may not have been a hazard/incident/problem. However, (based on your experience) you think AAL management should consider (or implement) a "better way". This might include a:

- ✈ a better:- process, type/use of equipment, contractor, an efficiency, communication, and/or
- ✈ a reduction in risk, or improvement in productivity, or increase in reliability/serviceability, etc.

|                                    |  |                             |                              |                  |                       |                   |         |       |
|------------------------------------|--|-----------------------------|------------------------------|------------------|-----------------------|-------------------|---------|-------|
| 11. Categorise the Improvement (✓) | Document or Process  | Equipment including Vehicle | Environment including Access | Facility Upgrade | Personnel or Teamwork | Signage / Marking | Service | Other |
|                                    | Please describe the suggested improvement:-<br><br>Reference:- Document No, or Asset No. or Service type/location or Technology. Attach additional pages and/or sketches and/or photos/ or financial information if needed. Thank you. |                             |                              |                  |                       |                   |         |       |

**E. RESPONSIBILITY FOR THE IMPROVEMENT, IE. ACTION (C) and/or SFI (C)**

|  |  |                    |           |                        |               |                   |       |
|--|--|--------------------|-----------|------------------------|---------------|-------------------|-------|
| 13. Who and when will ACTION the IMPROVEMENT ✓ | CEO  | Facilities Manager | GM Unicom | Contractor Involvement | Target Date:- | Completion Date:- | Other |
|  | Describe the Improvement taken:-<br><br>(If beneficial provide evidence) |                    |           |                        |               |                   |       |

Originator thanked and notified (circle): **Y / N** \_\_\_\_\_ / \_\_\_\_\_ (dates)

Final Remarks / Comments: