Japan Transport Safety Board

The response from the CAA to the safety recommendation of B18616 accident

The Japan Transport Safety Board received the response from the Civil Aeronautics Administration (CAA) of Taiwan to the safety recommendation issued on Aug. 28, 2009 as attached regarding an accident of B18616 (Boeing 737-800) operated by China Airlines at Naha Airport on Aug. 20, 2007.

The actions taken by the Civil Aeronautics Administration of Taiwan meet the safety recommendation.

JTSB safety recommendation to the CAA

The Japan Transport Safety Board recommends the Civil Aeronautics Administration of Taiwan to supervise China Airlines to take the following actions：

When planning and implementing maintenance jobs, the scopes of jobs should be fully ascertained and the working conditions and environments should be appropriately evaluated, and the countermeasures to prevent maintenance errors including the actions taken in 2009 against the recurrence of this accident should be steadfastly implemented and enhanced.

交通部民用航空局

Civil Aeronautics Administration
Ministry of Transportation and Communications
No. 340, Dun Hwa North Road
Taipei Sung Shan Airport, Taipei, Taiwan, R.O.C., 10548

October 20, 2009

Mr. Norihiro Goto
Chairman
Japan Transport Safety Board
2-1-2 Kasumigaseki, Chiyoda-ku,
Tokyo (100-8918)

Dear Mr. Goto,

The Japan Transport Safety Board (JTSB) released China airlines B-18616 aircraft accident investigation report on Aug. 28, 2009. Regarding the recommendations to the Civil Aeronautics Administration (CAA) of Taiwan, China airlines has drawn up an improvement program, under the supervision of Taiwan CAA, which is summarized as follows:

I. Quality System Improvement

a. Clearly define RII

China Airlines' (CAL) Quality Manual has been extensively revised to provide definite RII policy and more comprehensible procedure, including working conditions and environments evaluation especially with regard to the task which has to be performed in poorly accessible areas, and the incorrect implementation of which may potentially result in significant consequences.

b. Job card system improvement

The job card system has been modified to include the requirement of the entire working paper as well as each work step being certified by the licensed technician so that all the work steps can be ensured to have been accomplished properly.

II. Engineering System Improvement

a. Engineer on site support

When the first implementation Engineer Order (EO) with safety concern was implemented, the system engineering was requested to provide on-site support to ensure maintenance scope and processes are accurate.

b. Electronization of Technical Assistance Request

A real-time web-based system for electronic Technical Assistance Request (e-TAR) was constructed, from which technicians can get the engineering support in no time.

c. Engineering feedback systems enhancement

Three feedback procedures for reporting difficulty and searching support from system engineer when CAL maintenance technicians or inspectors encounter any discrepancy with the job order.

1. Supplementary Worksheet Procedure
2. Technical Support for Maintenance and Event
3. System Engineer Technical Support Procedure

d. Actively incorporate Boeing design change

Boeing issued two new design change Service Bulletins (SB) for all 737NG. SB 737-57-1293 was issued on Nov. 13, 2008 for modification of 737NG wing Leading edge fuel drain path to prevent leaking fuel from dropping on the engine fan nozzle. Later, SB 737-57A1302 was issued on Dec. 15, 2008 providing operators with instructions to replace the existing downstop hardware with the new design. In addition, Boeing provided on-site support engineers for SB implementation during Dec. 16 ~ 19, 2008 and validated on the first airplane (B-18609) in the world.

III. Technical Training Enhancement

a. Improvement on new recruits training & MRM training

CAL has performed training improvements to enhance the basic skills of its technicians and their understanding of the job contents so that maintenance tasks can be performed correctly. The improvements include setting up new recruits training system IAW EASA-66 Cat A, which emphasizes greatly on basic hands-on skill and MRM training.

b. Enhancement of OJT training

Enhancement of basic maintenance skill by introducing ATA 20 and 70 recurrent training and exam; enhancement of OJT system by compiling OJT handbook, enforcing stricter selection of OJT instructors and setting up a formal and fair evaluation process so that the effectiveness of OJT can be improved.

Above all, Safety Management System (SMS) has been implemented in China airlines since mid 2008 in compliance with the Civil Aviation Regulations of Taiwan. It will control maintenance risks, prevent errors, strengthen and deepen safety awareness, and establish a high-quality maintenance culture.

Taiwan CAA will continuously oversee the implementation of the improvement program of China airlines. Also Taiwan CAA is grateful to the JTSB for the efforts in providing valuable recommendations for preventing the recurrence of such an accident.

Sincerely,

Lee, Long -Wen
Director General
Civil Aeronautics Administration