

OPERATIONS INFORMATION LETTER (OIL) 11/2009 Rev. 0**CRM (Crew Ressource Management) –
Inhalte bei Streckenflugüberprüfungen (Line Checks)**Hintergrund

Anhang III („EU OPS“) der Verordnung (EWG) Nr. 3922/91 i.d.g.F., Abschnitt N, OPS 1.965 sowie Anhang 1 zu OPS 1.965 regeln neben anderen Schulungen und Überprüfungen das Erfordernis der Durchführung von Streckenflugüberprüfungen (Line Checks) und die Integration von CRM-Elementen in allen Phasen dieser wiederkehrenden Schulungen und Überprüfungen.

Zweck

Dieser OIL soll Luftfahrtunternehmen unterstützen, geforderte CRM-Elemente bei Streckenflugüberprüfungen entsprechend der nachfolgenden Aufstellung in ihrem Streckenflugüberprüfungsformular zu berücksichtigen.

Background

Annex III (“EU-OPS”) of Regulation (EEC) No 3922/91 in the last valid version, Subpart N, OPS 1.965 and Appendix 1 to OPS 1.965 regulate to conduct besides other training and checking also line checks. Integration of CRM-elements into all phases of the recurrent training and checking is required.

Purpose

This OIL gives operators a guideline about the CRM-elements to be integrated into their linecheck form as listed in the following table.

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Categories	Elements	Expected Behaviors
COOPERATION	Team building and maintaining	Establishes atmosphere for open communication and participation
	Considering others	Takes condition of other crew members into account
	Supporting others	Helps other crew members in demanding situation
	Conflict solving	Concentrates on what is right rather than who is right
LEADERSHIP AND MANAGERIAL SKILLS	Use of authority and assertiveness	Takes initiative to ensure involvement and task completion
	Maintaining standards	Intervenes if task completion deviates from standards
	Planning and coordinating	Clearly states intentions and goals
	Workload management	Allocates enough time to complete tasks
SITUATION AWARENESS	System awareness	Monitors and reports changes in system states
	Environmental awareness	Collects information about the environment
	Anticipation	Identifies possible future problems
DECISION MAKING	Problem definition diagnosis	Reviews causal factors with other crew members
	Option generation	States alternative courses of action Asks other crew member for options
	Risk assessment / Option choice	Considers and shares risks of alternative courses of action
	Outcome review	Checks outcome against plan