

JAL Introduces World's Largest LOSA

- Monitoring daily flight operations to improve operational quality -

Tokyo March 8, 2007: Japan Airlines will introduce Line Operation Safety Audit (LOSA), a program for the management of human error in flight operations. Through introducing the system, JAL aims to further decrease human error and improve operational quality.

LOSA, a program recommended by the U.S. Federal Aviation Administration (FAA) and the International Civil Aviation Organization (ICAO), the world body responsible for civil aviation, was developed in 1990 by the University of Texas with the support of the FAA. LOSA uses regular monitoring of flight line operations to discover trends in handling human errors and factors that trigger human errors of each airline by analyzing and evaluating results of the monitoring.

For three months from April 2007, in the largest LOSA program ever performed on one airline, monitoring personnel from TLC*, a LOSA operating company, and JAL flight crew who have received training on LOSA, will travel on 435 domestic and international flights, and observe flight crew performance and actual flight conditions from the human factor viewpoint. TLC will scientifically analyze the results of these observations, and JAL will implement any necessary corrective actions based on the results of the analyses. The effects of corrective actions will be verified in future through continually monitoring.

TLC : The LOSA Collaborative: The only LOSA operating company in the world.*

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