

【A : Issue 1】

JAL623/04SEP23 Maintenance Tasks without Confirmation by Certifying Staff



Maintenance Staff



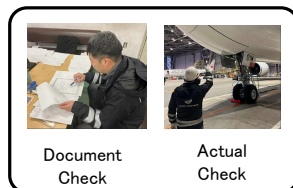
Certifying Staff

Appropriate
Process

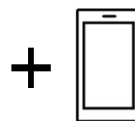
Repetitive
Inspection/Rep
lacement Tasks



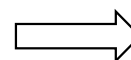
Accomplishment and Completion Check



Confirmation under Civil Aeronautics Law



Entry into Flight Log



Aircraft Return to Service



Maintenance Staff



Certifying Staff A



Certifying Staff B

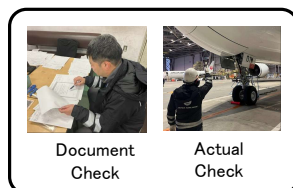
Inappropriate
Process
(what happened)

Repetitive
Inspection/Rep
lacement Tasks



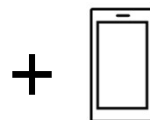
Accomplishment and Completion Check

(Done)



Confirmation under
Civil Aeronautics Law

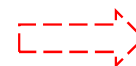
(Done)



Unable to Entry
into Flight Log

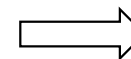
(Confirmation Not Completed)

Confirmation
turned over to
the next shift
Certifying Staff



Overlooked
turned over
Confirmation

(Confirmation Not Completed)



【B : Issue 2】

Confirmation without Performing Actual Check by Certifying Staff



Certifying Staff must perform confirmation after completion of maintenance tasks for the both document and actual aircraft. Due to misleading instruction in the maintenance manual, actual checks had not been performed in some cases.



Document Check
Check all maintenance records for appropriate accomplishment of maintenance tasks.



Actual Check
Visually check the area where the maintenance tasks are accomplished as far as possible.

Appropriate Process



Document Check

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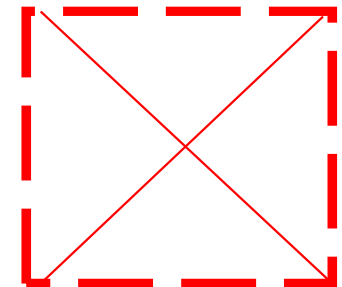


Actual Check

Inappropriate Process
(what happened)



Document Check



Actual Check Not Performed

Root Causes and Countermeasures

Root Causes	Countermeasures
Lack of awareness of basic matters related to safety and quality.	<ul style="list-style-type: none">● Implementation of supplementary training related to safety and quality, and enhancing of regular training.● Review of requirements for management personnel such as shift managers in the line maintenance department, introducing an appointment system, and implementing risk management education.
Lack of cooperation and communication between on-site maintenance organizations and back-office supporting organizations.	<ul style="list-style-type: none">● Implementation and regularization of workplace environment improvement projects that integrate both on-site and back-office.● Holding regular interactive meetings between section manager/chief level and management.● Strengthening of internal audits and on-site patrols by back-office organizations (confirming that measures have spread throughout the workplace and are being thoroughly implemented)● Third-party inspection by JAL Corporate Safety and Security Department.

JALEC will report the countermeasures to the JCAB by January 16, 2023.