

ZAM *Zero Aircraft Mishap*
Program

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Objective

The objectives of the ZAM program are to:

1. Effectively manage and control mishaps and damages through the action and behavior of the technicians.
2. Improve technician's performance.
3. Provide our customers with quality service.
4. Enhance Swissport's image and position as an Aircraft Maintenance Provider.

Scope

To provide our technicians with knowledge that will raise their awareness to enable them to perform their tasks in the most efficient and in a safe manner.

ZAM Areas

ZAM program encompasses the following areas:

- 1- Aircraft damage.
- 2- Vehicle damage- Aircraft maintenance vehicles.
- 3- Personnel injury- Aircraft maintenance staff.

The success of ZAM is the responsibility of everyone. The road to achieve ZAM objectives is teamwork, share destiny, commitment, care, and common interest.

Components

1- Performance Factors

- ❑ Human Factors.
- ❑ GSE Factors.
- ❑ Environment Factors.
- ❑ Regulatory Factors.
- ❑ Aircraft Factors.
- ❑ Information Factors.

2- Performance Error Analysis Aid Program

- ❑ PEAA Form.

3- Safety Net

- ❑ Safety Net List – SNL.

4- Awareness

- ❑ Safety Dozen.
- ❑ Staff meeting.
- ❑ Safety Alert.
- ❑ Internal Audit- RSF-8.
- ❑ Safety Newsletter.
- ❑ Safety Nets.

4- Root Cause and Root cause Analysis

ZAM Management

The management of this program rests with the RSAM/ AMM. The RSAM/AMM is the driving force behind this program. He is the ZAM program Manager who is responsible to ensure its success and achieve the intended results. The RSAM/AMM must use his ability to have all subordinates to participate in this program and have their full support and cooperation in order to achieve ZAM. The technicians' ability to relate to this program depends largely on the management's participation and leadership. Their participation is of the utmost importance.

ZAM is an ongoing awareness process. We look to the RSAM/AMM's leadership to manage it effectively with the support of your workforce.

Commitment is very critical and essential to the success of this program. Commitment does not come from read and initial, memos, or posters, it comes from technicians involvement-involvement through technicians' feedback allowing them to be part of the process, respecting their opinions and given them opportunity to express it.

Implementation

RSAM/AMM will implement the ZAM program components by taking into consideration the following:

- 1- Establish seclude of events.
- 2- Share these events with technicians in order to get their input and suggestion and adjust events based on their input. Technicians' participation is very critical to the success of this program. Get technicians involved.
- 3- Select an event (s) for each month.
- 4- Monitor performance and determine results.
- 5- Encourage and reward when technicians achieve ZAM.

Events

The following events cover most of the station's critical activities. Assign an event to each month and make it the "theme" for that month:

- 1- Repair Station Manuals.
- 2- Applicable FAR.
- 3- Equipment & Tools.
- 4- Performance & perception.
- 5- Calibration.
- 6- Safety Dozen.
- 7- Safety Net.
- 8- Facility.
- 9- Communication.
- 10- Customers.
- 11- Compliance.
- 12- Service.
- 13- Quality
- 14- Aircraft Maintenance Core values .