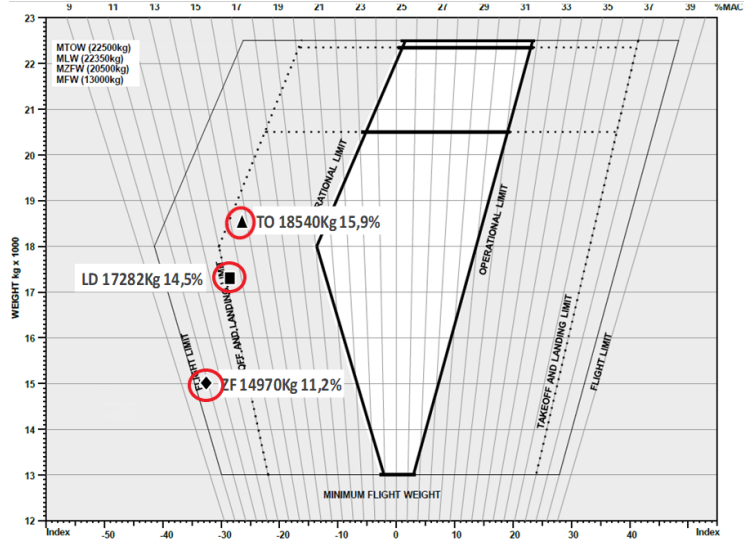




Take-off with an erroneous centre of gravity

SCENARIO

- During flight preparation, the captain communicated changes in weight and index to the ground staff for finalization of the LTS.
- Ground staff incorrectly corrected the DOI in the software by omitting the minus sign.
- This error led to an incorrect passenger seat allocation approved by the captain who did not identify the mistake.
- Cabin crew noticed an unusual distribution of passengers but did not inform the captain, who had just validated the weight and balance.
- After takeoff, the captain noticed the flight controls were heavy and an abnormal trim value; the error was confirmed by the airline operations center and a corrected passenger seat allocation was sent before landing, which was uneventful.



CONTRIBUTIVE FACTORS

To the undetected DOI insertion error

- Incomplete training of ground staff in the use of the flight preparation software used to generate the LTS.
- Time pressure due to the reduced stopover time.
- Software interface allowing modification of a DOI by any operator.
- Minus sign not prominent in the computerized LTS.
- Positive or negative DOI depending on the aircraft, which may lead to a sign or value insertion error.

OPS SAFETY LESSONS

@Crew: communication to detect errors

- Importance of crew coordination in case of doubt or questioning.

@Operations manager: training and use of the LTS software

- Importance of software configuration, especially when its use is delegated to agents less familiar with it than OCC staff.
- Training of ground staff.