


Corrective Action Form



TO (ORGANIZATION NAME, ADDRESS)		FROM	
Jet Linx Aviation		Kalitta Charters, LLC.	
DATE SUBMITTED	DATE OF INCIDENT	LOCATION OF INCIDENT	
13 May 2024	25 Apr 2024	N/A	
DESCRIPTION OF INCIDENT			
<p>Kalitta Charters was slow to report a maintenance issue to Jet Linx in the middle of an ongoing trip.</p>			
IDENTIFIED ROOT CAUSE(S)			
<p>Kalitta Charters' flight crew, dispatch department, and maintenance department did not communicate efficiently with the goal of providing prompt, actionable information to Jet Linx.</p>			
CORRECTIVE ACTION TAKEN			
<p>The Dispatch and Maintenance Departments have been de-briefed and re-trained with emphasis on the importance of quickly sharing information internally so that information can be shared with those who need it quickly.</p>			
PREVENTATIVE ACTION TAKEN			
<p>Kalitta Charters is enacting a communications SOP that will be added to our SOP manual. With this SOP, Kalitta Charters will provide a trip status to the client within 20 minutes of the initial notification that we have experienced a service interruption that may impact an on time departure.</p> <p>This SOP will be tracked as a KPI within our SMS.</p>			
SIGNATURE	DATE	TITLE	
	16 May 2024	Quality Leader	