

Corrective Action Form



TO (ORGANIZATION NAME, ADDRESS)		FROM	
NORA		Kalitta Charters	
DATE SUBMITTED	DATE OF INCIDENT	LOCATION OF INCIDENT	
10 June 2024	5 June 2024	KYIP	
DESCRIPTION OF INCIDENT			
<p>Kalitta Charters' aircraft departed KYIP late after having a mechanical issue on a separate aircraft. Kalitta Charters dispatch was not forthcoming with delay updates to NORA.</p>			
IDENTIFIED ROOT CAUSE(S)			
<p>There were no straps or D-rings on the aircraft to secure equipment and the Mx personnel on duty had to look for them. This caused the delay out of KYIP.</p> <p>The on duty dispatch staff did not inform NORA of the delay in a timely manner. NORA had to contact Kalitta to get status updates.</p>			
CORRECTIVE ACTION TAKEN			
<p>The ramp personnel have been briefed on the location of the straps and D rings as well as their appearance to facilitate a faster response.</p> <p>The dispatch staff has been coached and re-trained regarding the importance of timely customer updates when it comes to delays</p>			
PREVENTATIVE ACTION TAKEN			
<p>A "fly-away" kit has been created with the straps and D-rings that will be put on the aircraft when in base.</p> <p>All dispatch staff have been briefed about the event and placards have been made and posted at each desk with a diagram/flow sheet detailing what information needs to be given in case of delays and how quickly it needs to be provided.</p>			
SIGNATURE	DATE	TITLE	
Bruce P Anderson	10 June 2024	Quality Leader	