



Civil Aeronautics Administration

Aviation Safety Bulletin

ASB No: 96-006/CS

MAY. 2007

Subject :

A domestic operator voluntarily reported through its self-audit system a passenger sat in the flight attendant jump seat during take off and descent phase.

Background :

1. The operator found a passenger's seat back was improperly inclined without holding after the passengers' embarkation. Due to full seating occupation and lack of seat parts replacement inducing a concern for schedule delay, the operator outer station manager initiated contact with PIC for a compromise by reseating the passenger on the attendant jump seat during Take off/Descent phase. Though the purser of the flight felt hesitant at the first call from the PIC, she didn't adhere to SOP to stop him eventually. Subsequently, the PIC violated Aircraft Flight Operation Regulation Article 43.3 "...The operator must not allow passengers to sit in any cabin crew seat..."
2. However, the aircraft was released by the maintenance without following aircraft MEL manual maintenance item to confirm if the seat back was secured in "up-right" position or to block the seat with placard "Do not occupy." They also failed to complete maintenance record entry in Technical Log Book and its Deferred Defect Log Book.
3. This was a typical CRM operation issue, and the related personnel (passenger handling, maintenance, cabin and flight crew) lack of SOP and regulation recognition, thus failed to prevent the occurrence of violation in time.

Recommendations :

The operator shall

- Request flight crew and maintenance personnel (including outer station contract agent) to comply with the deactivation procedure of the seatback in the up-right position in MEL, block the seat and record in Cabin/ Technical Log Book/ its Deferred Defect Log Book.
- Implement its personnel training in Aircraft Flight Operation Regulation and MEL manual, establish interface communication procedures between the related departments in working as a whole and ensure that all flight /cabin crew operation manual comply with regulations.
- Implement self-audit to ensure safe performance in compliance with the above requirements.