

# **Attachment 11**

**Operational Factors Group Chairman's Factual Report**

**DCA00MA030**

**Checklist Use**

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## Checklist Use

Southwest Airlines checklists will be used by flightcrews.

Southwest Airlines checklists, both normal and non-normal, are based on a positive and sequential method of ensuring that critical items are accomplished. Deviations from, or modifications of, established checklist procedure can result in omitted items or improper actions which can gravely affect operational safety.

One of the most important items in good cockpit management is proper checklist usage. The success attained by flightcrews in the execution of normal and emergency procedures is attributable largely to the dual reliability of the challenge and response checklist system. A high degree of standardization should result, which makes possible the interchange of crewmembers without jeopardy to operational safety.

The Captain or First Officer should call for the appropriate checklist when they can monitor its completion. The Captain retains full responsibility for proper checklist completion. Checklist cards will be used to complete each checklist. The checklist will be removed from its holder and read out loud in a clear voice. Responses should be equally loud and clear and answered as listed. Responses different from those listed should mean that something is abnormal. The checklist reader should continue challenging an item until a proper response is obtained. The checklist reader is responsible for visually confirming that the proper action has been taken. When a checklist is completed, the reader will announce: "**Checklist Complete.**"

Although formatting simplicity precludes use of the bold/quote conventions used elsewhere in these manuals, checklist recitation and checklist responses are to be verbatim. In those cases where the written response is "As required", the verbal response should indicate the condition of the system. For instance, the response to the Pretakeoff Checklist item "Engine & wing anti-ice . . . . As required" could be "OFF", or "Engine ON and Wing OFF", or "Both ON."

The complete Before Start Originating Checklist will be accomplished on all originating flights, whenever a crewmember change has occurred, or when the aircraft has been left unattended.

The First Officer will silently complete the Cleared To Start and After Start Checklists and then announce their completion. The Approach Descent Checklist will be completed silently by the pilot not flying. For example, upon completion of the Approach Descent Checklist the pilot not flying will announce, "**Approach Descent Checklist Complete.**"

