

ATTACHMENT 11

to Operations/Human Performance Group Chairman's Factual Report

Dispatch Manual

DCA10IA001

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flights scheduled to depart within the time parameters issued by the ATC/SPT coordinators. The ATC /SPT coordinators are available for negotiating changes or exceptions to ATC restrictions.

MEL/CDL Items:

Understand and apply any MEL/CDL restrictions for flights under their control. The MEL/CDL manuals are to be referenced on each MEL/CDL item on the flight. All boxed MEL items are subject to Dispatcher's approval and, when added to the logbook, must also be added to the dispatch release. Non-boxed items can be added at the Dispatchers discretion. It is recommended to add any MEL or CDL item, boxed or non-boxed, to the dispatch release if the crew requests the item be added.

Use the W/F MELP, SIRD, MELU and MELU script entries (see W/F Manual on Navigator) to assist with MEL application. Position specific MEL information is available using the SIRD entry in W/F (see W/F Manual on Navigator). This information should be added to the comments section of the Flight Release. Most MEL performance restrictions are applied automatically. Exceptions may require the Dispatcher to HANDLE MEL MANUALLY (see W/F Manual on Navigator).

Aircraft On Ground (AOG)

AOG items are those items that Maintenance Control (MC) deems serious enough to ground the aircraft until the appropriate inspections and/or repairs are made. An AOG deferral is also used to ground aircraft until an ETOPs Pre Departure Check is accomplished for ETOPs flights. When an AOG is applied, the MGL will be locked out until such time MC reviews the work that was accomplished and removes the AOG from SCEPTRE. The dispatcher shall never remove an AOG item from Worldflight unless authorized to do so by a Maintenance Controller.

Payload Accountability:

The Dispatcher is responsible for optimizing payload uplift capability within the restrictions of operational requirements. The Dispatcher should use the payload projections in the W/F system but also re-evaluate payload projections and adjust accordingly (holidays, schedule changes, specific flight advice from the station, consolidated load from a cancelled flight, wing-tip flights, etc.).

Domestic Fuel / Alternate Computations: (FAR 121.639, 121.645, 121.647)

NWA fuel policy is to carry the minimum required fuel necessary to operate the flight safely in accordance with FARs and corporate guidelines. This implies that alternates need not normally be listed when destination weather conditions are expected to be at or above a two thousand foot ceiling and three miles visibility for one hour before to one hour after estimated time of arrival. It is recognized that certain airports and certain meteorological conditions may warrant alternates beyond these guidelines. Dispatchers are to exercise sound judgement when determining the need for destination alternates. Alternate selection guidelines are specified in the FOM chapter 6.

Contingency Fuel:

The Dispatcher should consider possible departure, en route and arrival delays when determining contingency fuel specification. Information on delays is obtained from ATC advisories, the ATCSCC Web site, Arrival Demand Chart, NWA ATC/SPT , W/F entries FPDV, SIRD/DD003/RFR/XXX(station).



Dispatch Policy Manual

OPERATIONAL CONTROL - Section 5

Joint Dispatcher / Pilot Responsibility:

The Dispatcher and Captain are jointly responsible for the safe operation of each flight, and are the final authority for providing operational control. If either the Captain or the Dispatcher become aware of conditions that would preclude the flight from operating as released, that individual must contact the other as soon as practical. Both must remain in agreement that the flight can operate safely and legally.

When a condition develops that may affect the safety of flight, the Dispatcher shall, when appropriate, consult with other Company support personnel and/or government agencies to initiate a course of action that removes or reduces to every extent possible, the threat to safety of flight. When flight crews experience an in-flight malfunction that threatens safety of flight or for other non-mechanical safety of flight issues, the Dispatcher's decisions and recommendations shall not be influenced by considerations such as airline flight or crew scheduling, economic factors, or other non-safety convenience factors. Dispatchers shall not overfly a suitable airport when the airworthiness condition of the aircraft is in question

The Dispatcher and Captain will suspend flight operations when any hazard to safe operations are discovered. Examples include but are not limited to Nil braking action, severe icing and crosswinds exceeding an aircrafts limitations. When a dispatcher needs to be away from the work sector, another qualified dispatcher shall be briefed and assume operational control of those flights until the absent dispatcher returns

Through the Flight release and release remarks section, the Dispatcher provides the flight crew with a preflight briefing for Domestic operations. This does not preclude a verbal briefing whenever conditions warrant. International Flights require a verbal briefing. When a Dispatcher determines that a verbal briefing is required, the flight plan shall not be filed with ATC until such briefing takes place. If the briefing is to take place after shift turnover, the releasing Dispatcher shall ensure the receiving Dispatcher is thoroughly aware of the reasons and need to conduct the pilot briefing.

The Dispatcher will use the approved method for electronic signature for flight releases.

Possession of Aircraft Dispatcher Certificate

(Ref: FAR 121.135(b)(1), 65.51(a)(b))

A dispatcher must have in their possession while exercising operational control of any NWA flight, an aircraft dispatcher certificate issued under 14CFR Part 65:51. The dispatcher must present the dispatch certificate for inspection upon the request of authorized persons.

Adherence to Company Procedures /Policies and FARs:

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Comply with the FARs and all Company policies. This includes completing the appropriate reports when required (MSK:DD/DDI, MSK:DD/FUEL, etc . see W/F Manual on the Navigator)

Flight Monitoring Methods:

Monitor the progress of each flight. This includes establishing present position of aircraft by using ASD (see ASD help page), interpreting and entering position reports, updating ETA's/ETD's due to arrival/departure delays, monitoring and approving deviations from the filed routings.

The Dispatcher should be familiar with the WF entries for flight monitoring such as PX, MQ, LOCA, GQRD (see W/F Manual on the Navigator).

Thunderstorm / Windshear Awareness and Pilot Briefing

It is critical that a dispatcher has operational awareness of significant meteorological events that can effect the safety of flight. Conditions can often change so rapidly that constant vigilance of thunderstorm and windshear events be maintained in order to determine appropriate courses of action and communication with affected flights and other dispatchers.

A dispatcher should use the 4 "Ws" as a way of maintaining self awareness and to determine pilot/dispatcher briefing requirements:

- What is the meteorological condition?
- Where is the meteorological event?
- Where is it moving?
- What action needs to be taken?

For any event that has the potential to affect the safety of a flight or will put the flight in harm's way, the dispatcher must communicate with the captain to ensure the crew is aware of the threat and that a course of action is agreed upon.

There are several tools, products and internet sites available that will assist the dispatcher in obtaining self awareness of critical meteorological events. Many of these are accessed via the Dispatch website. Primary sites are indicated with two asterisks preceding the site name. Other sites are supplementary and can only be used to supplement information obtained from primary sites. Supplementary sites are used to increase situational awareness and cannot be used as a stand alone product on which flight related decisions are made. Following are some of the resources available to the dispatcher:

Real-time products and resources:

ASD mosaic
 ASD single site
 ADDS site
 WX graphics animation – composite and single sites
 WeatherTap – additional animated single sites
 RVR - (Volpe or CDM)
 ATLAS
 ITWS/CIWS
 TPs
 Meteorologists

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mode 30 (dispatch mode) access for Northwest Airlines employees. The Manager of Flight Dispatch is also responsible for the request and assignment of computer PID numbers which are restricted to Flight Dispatchers. Other than the Information Services Worldflight Security Officer, no other NWA employee has the ability to assign mode 30. Without mode 30 AND a restricted access PID number, it is not possible to sign into the dispatch mode and sign releases.

Dispatcher Radio Communications- (Ref: FAR 121.711) - All Northwest Dispatcher/Pilot radio communications via the Company Network and all phone lines are recorded which captures other verbal methods the dispatcher uses to communicate with the pilot, e.g. ARINC, SATCOM, etc... These communications are digitally recorded and retained in Building F. Access to the information is maintained via a PC in the dispatch manager's office. Additionally, These records are retained for 30 days.

Responsibility- Manager of Flight Dispatch
Manager Flight Dispatch is responsible for the continuing quality of the Dispatcher Radio Communications archive storage process and shall request appropriate modifications as necessary.

Dispatcher SATCOM Communications- (future update)

Responsibility- Manager of Flight Dispatch

Dispatcher Training Records (MSP/NRT)- All Northwest Airlines Flight Dispatch training records will be archived on the Northwest Airlines SOC LAN system, SRVA. The archived data for Initial Training Records will be stored on SRVA until 6 months after the employees resignation. The archived data for Transition Training Records will be stored on SRVA for three years after the employees departure to another department not in the SOC and for six months after an employees resignation, retirement or termination. The archived data for Recurrent Training Classes, Route Qualifications and Competency Checks will be stored for three years. Hardcopies will be used to back up the electronic archive and stored in the dispatch training office for three years. Additionally, the electronic records are copied onto a CD once each quarter and stored in a secure file cabinet in the backup SOC facility in building J.

Instructions for training record maintenance and retrieval is contained in the Training Records Input/Retrieval Procedures document located in the flight dispatch training office and at the manager's desk. Access is secured by the requirement to have a user ID and password to access the master training records, as well as a separate password to open the training record application. Complete access password authorization is limited to the Senior Instructors, Manager Flight Dispatch and Director Flight Dispatch. Read only password authorization is also available to the FAA and chief flight dispatcher for auditing purposes.

Dispatcher Airman Certificate Information – Current copies of all Northwest Airlines Flight Dispatcher Certificates will be retained and stored in the dispatcher's hardcopy training record file

http://www.soc.nwa.com/dispatch/Procedures/procedures_manual/appendix_a_records.htm 10/30/2009



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APPENDIX B - AUDIT PROCEDURES

Flight Releases/Flight Plans- Audits are completed no less than once per quarter to ensure flight releases and flight plans are being properly archived. A combination of 12 Domestic and International releases/flight plans are randomly selected and then checked to determine if they have been archived properly. These flight releases/Flight plans are saved for 3 months.

Responsibility- Manager of Flight Dispatch

Dispatcher ACARS Communications- (future update)

Responsibility- Manager of Flight Dispatch

Dispatcher Electronic Release Signature- (future update)

Responsibility- Manager of Flight Dispatch

Dispatcher Radio Communications- (future update)

Responsibility- Manager of Flight Dispatch

Dispatcher SATCOM Communications- (future update)

Responsibility- Manager of Flight Dispatch

Dispatcher Manuals- Approved controlled manuals used in the dispatch office are audited quarterly to ensure currency. Audit results are retained for 1 year .

Responsibility- Chief Flight Dispatcher

Dispatcher Training Records- Audits are completed once per quarter to ensure training records are complete and current. The chief dispatcher will review a minimum of five flight dispatcher records each month, which will be presented to the flight dispatch manager for review. Procedures for the training records audits are contained in the Training Records

http://www.soc.nwa.com/dispatch/Procedures/procedures_manual/appendix_b_audit.htm 10/30/2009