

NATIONAL TRANSPORTATION SAFETY BOARD  
**Investigative Hearing**

Alaska Airlines Flight 1282

Boeing 737-9, N704AL

Left Mid Exit Door Plug Separation in Portland, OR

January 5, 2024

<b>Docket No.</b>	<b>SA-543</b>
<b>EXHIBIT</b>	
11-R	

## **Excerpts from Boeing Process Instruction**

### **Processing Product and Services Safety, Quality, or Compliance-Related Speak Up Reports** (5 Pages)

**BPI [REDACTED]**  
**Issue Date**  
July 7, 2023

# Processing Product and Services Safety, Quality, or Compliance-Related Speak Up Reports

## Purpose

This BPI defines the steps and assigned roles for processing employee reports that have been submitted through [Speak Up](#) as potential concerns, regarding the safety, quality, or compliance of Boeing products and services. These steps provide a structured, closed-loop process for handling reports of potential product and services safety, quality, or compliance concerns. The intended audience includes those specifically tasked with reviewing, managing, and investigating these reports.

Use of the Authority Reference for this writing has been approved.

## Superseded Date

January 30, 2023

## Applies To

Function	Business Unit / Operating Group	Program	Location
All Functions	All Boeing	All Boeing Programs	All Locations

## Roles Affected

- Assigned Leader
- Enterprise Triage Team
- Independent Analyst
- Joint Investigation Partners
- Local Analyst
- Portfolio Manager
- Report Manager
- Review Team
- Safety Management System (SMS) Lead

## B. Introduction

Employee reporting is a vital component of Boeing's Positive Safety Culture, which is a foundational element to an SMS. [Speak Up](#) is the employee reporting process that allows for a Reporting Culture (one of the five components of a Positive Safety Culture), enabling Boeing employees to report the risks and hazards they see. In a Reporting Culture, employees are encouraged to raise issues that could pose safety risks to Boeing products and services. When the company is aware of risks, management can mitigate, or even eliminate those risks. This process supports assurance capabilities for operational effectiveness and aggregates data acquired on systemic trends, improvement ideas, or ineffective controls.

[Speak Up](#) is a process for confidential and anonymous reporting, where employees can freely report hazards, issues, concerns, occurrences, and incidents related to product and services safety, quality, or compliance. Employee reporting in the [Speak Up](#) process is available to all employees (including business partners, suppliers, vendors, and contractors with access to the Boeing intranet).

When a report is submitted, a record is created in ASATS, a data collection and assessment tool. These records are referred to as Aviation Safety Records (ASR).

### Confidentiality and Anonymity

Confidentiality is a critical element of the [Speak Up](#) process. All employees are encouraged to report openly and transparently and, to protect this transparency, their identity will be treated confidentially. The name(s) of the person(s) involved will be redacted, if discussed outside of the review and investigative teams, and in any reports generated from the process. While all possible steps will be taken to maintain confidentiality throughout this process, it cannot be guaranteed. Information regarding the investigation and person(s) connected to the investigation will be disclosed on a need-to-know basis.

Concerns may also be submitted anonymously. If the reporter chooses to submit their concern anonymously, they will be able to view status through an encrypted link generated upon submittal. In addition, the reporter will need to ensure that any attachments they provide and the text of the submittal do not reveal their identity.

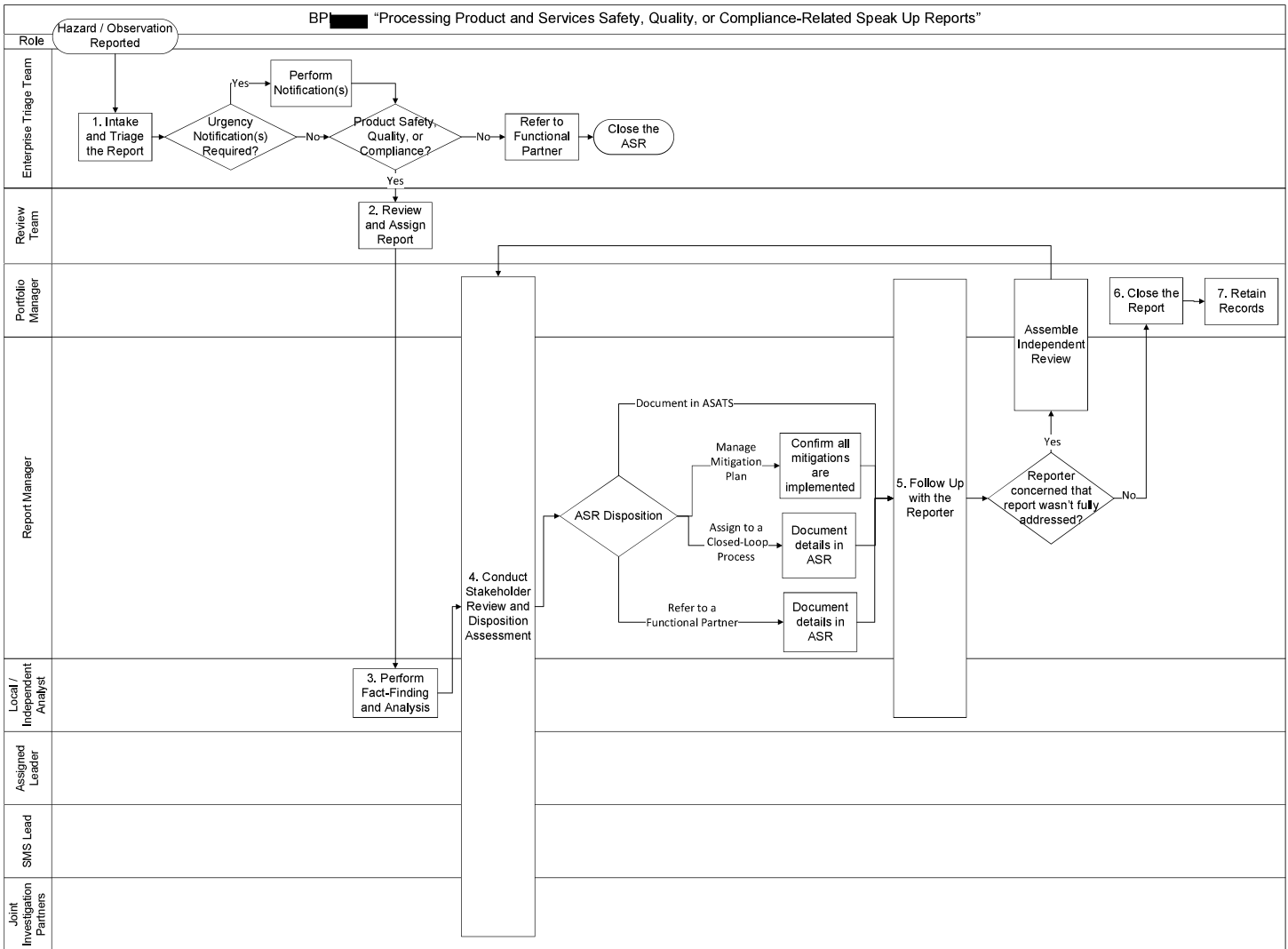
## **Other Reporting and Investigative Processes**

This process is not intended to replace BU or functional processes for identifying and investigating concerns; instead, it is designed to complement or be an input to these processes.

## **Joint Investigations**

Due to the nature of product and services safety, quality, and compliance concerns, the need may arise for a joint investigation, which will be determined by the Enterprise Triage Team. This determination may change throughout the various steps of the process, as more information is uncovered that reveals the need to engage additional functional partners. A joint investigation will be considered when a report includes product and services safety, quality, or compliance-related elements, in addition to other functional elements.

### C. Process Flow



### D. Process Steps

This process is triggered when a report is submitted to Speak Up.