Emergency and Abnormal Checklist Design, Development and Certification

Panel: Bill McKenzie
       Bill Jones
       Barbara Holder

At satellite companies their procedures are flow diagrams as opposed to text based. Do you think that flow diagrams are better?

BH: There's difficulty with complexity and usage, Boeing has looked into it. Flow diagrams work well in some circumstances, but not in others. Boeing is considering different formats. It's trade off.

Good systems and good systems knowledge have always supported the QRH. Do you think system knowledge is lacking due to automation?

BJ: Yes! How much system knowledge does a pilot need to know? That's a new research project.

BH: Some systems, for example on the 777 are too complicated to learn.

What is being done in modifications with airplanes relating to abnormal procedures and QRHs?

BM: Boeing gives the airlines the Boeing QRH for that airplane. However, airlines do some modifications and Boeing doesn't have control over those modifications.

What is the process in which a checklist passes or fails? For example, time versus completing a checklist?

BJ: From the pilot's perspective, who is testing these checklists? It's test pilots, then instructors, the best. But what about normal line pilots?

BH: At Boeing there is a new format, we intend to use line pilots after Boeing's test pilots.

BM: Also, pilots with English as a second language because the translation is not clear.

Any thought about prioritizing checklists?

BJ: Some QRHs list checklist titles in alphabetical order. It's merely a convenient way to list but not reality.

BH: There is a checklist recall study in progress at Boeing.