

Flight 188 Overshoots Airport October 21, 2009

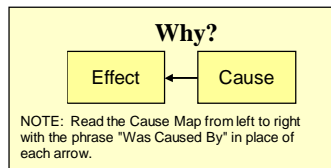
Step 1. Define the Problem (Problem Outline)

What	Problem(s)	Flight overflow airport; lost contact
When	Date	October 21, 2009
Where	Different, unusual, unique	Flight lost contact with controllers
	State, city	(Flew past) Minneapolis, MN
	Unit, area, equipment	NW Flight 188 (Airbus 320)
	Task being performed	Flight from San Diego to Minneapolis-St. Paul

Impact to the Goals

Safety	Potential danger to flight
Employee Impact	Pilot certificates revoked for two pilots
Cust. Service	Negative press
Schedule	Flight landed behind schedule
Property	Potential danger to flight
Labor, Time	Investigation

Step 2. Analyze the Issue (Cause Map)



Timeline

Date	Time	Description
October 21, 2009	14:59 PDT	Flight departs (~25 minutes late)
	18:22 CDT	Climb complete; flight levels off
	18:56 CDT	Flight loses radio contact with the ground
	19:58 CDT	Plane flies over Minneapolis-St. Paul International Airport
	20:01 CDT	Flight Mode Annunciator (FMA) indicated lateral mode degradation
	20:14 CDT	Communication re-established with air traffic control (ATC)
	20:19 CDT	Flight turns around - 150 miles past airport
	21:07 CDT	Aircraft lands in Minneapolis-St. Paul
October 27, 2009		Pilot certificates revoked for both pilots on board

