		Outline - September 24th			Outline - November 18th
What	Problem(s)	Flight crashed into school yard	What	Problem(s)	Aborted take-off, slid off runway
When	Date	September 24, 2009	When	Date	November 18, 2009
	Time	~8 a.m.		Time	1:30 p.m.
	Differences	Engine loss; forced landing		Differences	High velocity cross-winds; pilot unable to
Where	Physical Location	Durban's Bluff schoolyard			establish directional control?
	Unit/Process/Equipment	Jetstream 41	Where	Physical Location	Port Elizabeth Airport
	Work Being Done	Taking off from Durban International		Unit/Process/Equipment	BAE Systems Jetstream 41
	-	Airport		Work Being Done	Taking off for East London
Impact to the	he Goals		Impact to	the Goals	
		Pilot killed		Safety	No injuries
	Safety	2 serious injuries (crew);		Environmental	N/A
		1 minor injury (school)		Cust. Service	New travel, accomodation arrangements
	Cust. Service	N/A (no passengers)	Airlink Incidents	Production-Schedule	required for passengers
	Production-Schedule	?	September - December, 2009	Property	?
	Property	Loss of plane			
				Frequency	2 incidents in 8 weeks
			TIMELINE		
		Date	Description		
			ight 8911 crashes into a school yard after	take_off	
	****		of Flight 8911 dies of his injuries	tune on	Think Reliability
			Flight 8488 leaves the runway after abortin	ng take-off	
			hk flight carrying Zimbabwean Prime Minis		Investigate Problems. Prevent Problems. Houston, Texas 281-412-7766 ThinkReliability.com
	24-Nov Tsvangir		rai has to turn back after developing a technical fault 625 overshoots the runway at George Airport		
					Copyright ThinkReliability 2009
		1-Dec Flight 0			
		T-Dec Pilgiko			Ļ
	1				Outline December 7th
What	Problem(c)	Outline - November 24th	What	Problem(c)	Outline - December 7th
What	Problem(s)	Outline - November 24th Technical fault; flight returned to	What	Problem(s)	Airplane hydroplaned; overshot runway
	.,	Outline - November 24th Technical fault; flight returned to Johannesburg	What When	Date	Airplane hydroplaned; overshot runway December 7, 2009
What When	Date	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009		Date Time	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m.
	Date Time	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m.	When	Date Time Differences	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather
When	Date Time Differences	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister		Date Time Differences Physical Location	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport
	Date Time Differences Physical Location	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare	When	Date Time Differences	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135
When	Date Time Differences Physical Location Unit/Process/Equipment	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight	When	Date Time Differences Physical Location Unit/Process/Equipment	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight Airborne	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet Landing
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet Landing 5 minor injuries (including sprained ankle)
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight Airborne	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet Landing 5 minor injuries (including sprained ankle) Poor public perception of airline
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service Production-Schedule	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight Airborne No injuries Prime Minister delayed	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service Production-Schedule	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet Landing 5 minor injuries (including sprained ankle) Poor public perception of airline Increased supervision
When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service	Outline - November 24th Technical fault; flight returned to Johannesburg November 24, 2009 ~8:00 a.m. Carrying Prime Minister En route to Harare SA Airlink flight Airborne No injuries	When	Date Time Differences Physical Location Unit/Process/Equipment Work Being Done the Goals Safety Cust. Service	Airplane hydroplaned; overshot runway December 7, 2009 ~11:00 a.m. Rainy weather George Airport Regional Airline SA Airlink Embraer 135 Commuter Jet Landing 5 minor injuries (including sprained ankle) Poor public perception of airline
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