

TEMPLATE

Set-up checklist

For the person setting up the programme: the trust and the sampling plan the whole cycle depends on. Most programmes take 4 to 8 weeks from approval to the first observation.

■ 1. Agree to do it

- ☐ Management sponsor named, and the **business case** approved
- ☐ Workforce representatives (and unions, where there are any) involved from the start
- ☐ **Agreement** on non-jeopardy and data use signed by both sides
- ☐ **Data protection assessment** completed with your data protection officer
- ☐ Decision on whether results will be shared with NOMIC (optional, de-identified)

■ 2. Roles

- **Programme lead:** runs the cycle, keeps the backups, writes up results
- **Observers:** 4 or 5 experienced ground personnel for a first cycle (3 to 6 works), trusted by their peers
- **Checking group:** 2 or 3 of the observers, meeting regularly to check coding
- **Learning Team host:** someone who can run a session with planners and ramp staff

■ 3. Plan the sample

- ☐ Number of turnarounds: about 75 to 100 for a first cycle (work it out with the **sampling calculator**)
- ☐ Spread across shifts (early, day, late, night), days of the week, aircraft types and stands
- ☐ Ports included, and roughly how many at each
- ☐ Busy and quiet times both covered
- ☐ Dates for the cycle, and for the checking sessions

■ 4. Get ready

- ☐ Airport and company rules on mobile devices airside checked; permission obtained
- ☐ Observers trained and their practice coding checked
- ☐ Dictation tested in real ramp noise
- ☐ Observers' initials set in the tool, local codes added if needed
- ☐ A secure shared place for backup files, open only to the programme team
- ☐ **Crew briefing** sent out before the cycle starts

■ 5. During and after the cycle

- ☐ Backups saved at least weekly and combined by the programme lead
- ☐ All observations checked before results are read
- ☐ Results shared with the workforce first
- ☐ One or two Learning Team sessions held, actions agreed
- ☐ Date set for the next cycle