



It's all about Solutions



2016: A ULD CARE ODYSSEY - SOLUTIONS FOR THE INDUSTRY



Previous Solution # 1

- ULD CARE Web Site

The screenshot shows the ULD CARE website homepage. At the top right, there are navigation links for 'Home', 'Contact Us', and a search bar. The ULD CARE logo and tagline are centered below the navigation. A horizontal menu contains links for 'ABOUT ULD CARE', 'ULD ASSET TRACKING', 'CARE', 'MEMBERSHIP', and 'NEWSLETTER'. The main content area features a large banner for the '29th ANNUAL CONFERENCE' with the text 'SOS ULD TIME TO TAKE ULD CARE!' and 'YOU can make a difference... find out how!'. To the right of the banner are two blue boxes: 'ULD Asset Tracking' and 'Learn why we C.A.R.E.'. Below the banner is a calendar for August 2016 and a section for 'Upcoming events' listing the 'ULD CARE Annual Conference 2016' and the 'IATA ULD Board Fall Meeting'. To the right of the calendar is a 'ULD CARE News' section with two articles: 'ULD CARE Latest News June 2016' and 'ULD CARE Latest News April 2016'. At the bottom right, there is an orange 'Newsletter' box with a 'Subscribe for free' button. A blue button at the bottom left of the page reads '2016 ULD CARE ANNUAL CONFERENCE'.



Previous Solution

#2

- Newsletter

ALL ABOUT THE WEIGHT AND BALANCE MANUAL

During a presentation on ULD at the 2016 IATA Ground Handling Conference the audience was asked to indicate whether they were aware of the existence of a document known as the Weight and Balance Manual (WBM). About 10% of the audience raised their hands, this number fell by half when they were asked if they had actually had the opportunity to read a WBM and fell further again to just a handful when asked if they had actually studied the references to ULD contained in the WBM. Should this be a surprise? Not really, as there are more than a few structural obstacles that stand between the people providing ground handling and cargo services and the airlines who have the responsibility for flight safety.

What is the Weight and Balance Manual?

The weight and balance manual is part of the aircraft operating documentation. No different to flight operations manuals and maintenance manuals, the WBM provides detailed and specific instructions to the operator of the aircraft on how it must be loaded in order to be safe. Some might consider that the only important aspect of the WBM is to ensure that the aircraft's center of gravity is within limits, but this would be incorrect. The WBM is much much more. It even contains instructions on how the contents of the cargo holds are to be secured and restrained and it is in this area that the references to ULD appear.

How does the WBM apply to ULD?

The WBM provides specific requirements for any ULD that may be positioned in the aircraft with references to base dimensions and contours as well of course as maximum weight. It also covers variables such as maximum permissible running load and area load and, when it comes to ULD, it specifies what performance and/or certification standards are required from the ULD. Indeed the WBM is the document that defines what the aircraft "expects" when it is being loaded and the important thing to understand here is that the aircraft shall not be presented with any "surprise" loads or conditions during flight because if such events occur they can result in unexpected and potentially catastrophic consequences.



How does all this work in daily operations?

There are two major challenges facing the industry when it comes to ensuring WBM compliance each and every flight:

- Each aircraft's WBM is a proprietary document with circulation restricted to the operator of the respective aircraft. This means that the airline is not permitted to simply make copies of the WBM and circulate to the various parties who play a part in the loading process.



Previous Solution # 3

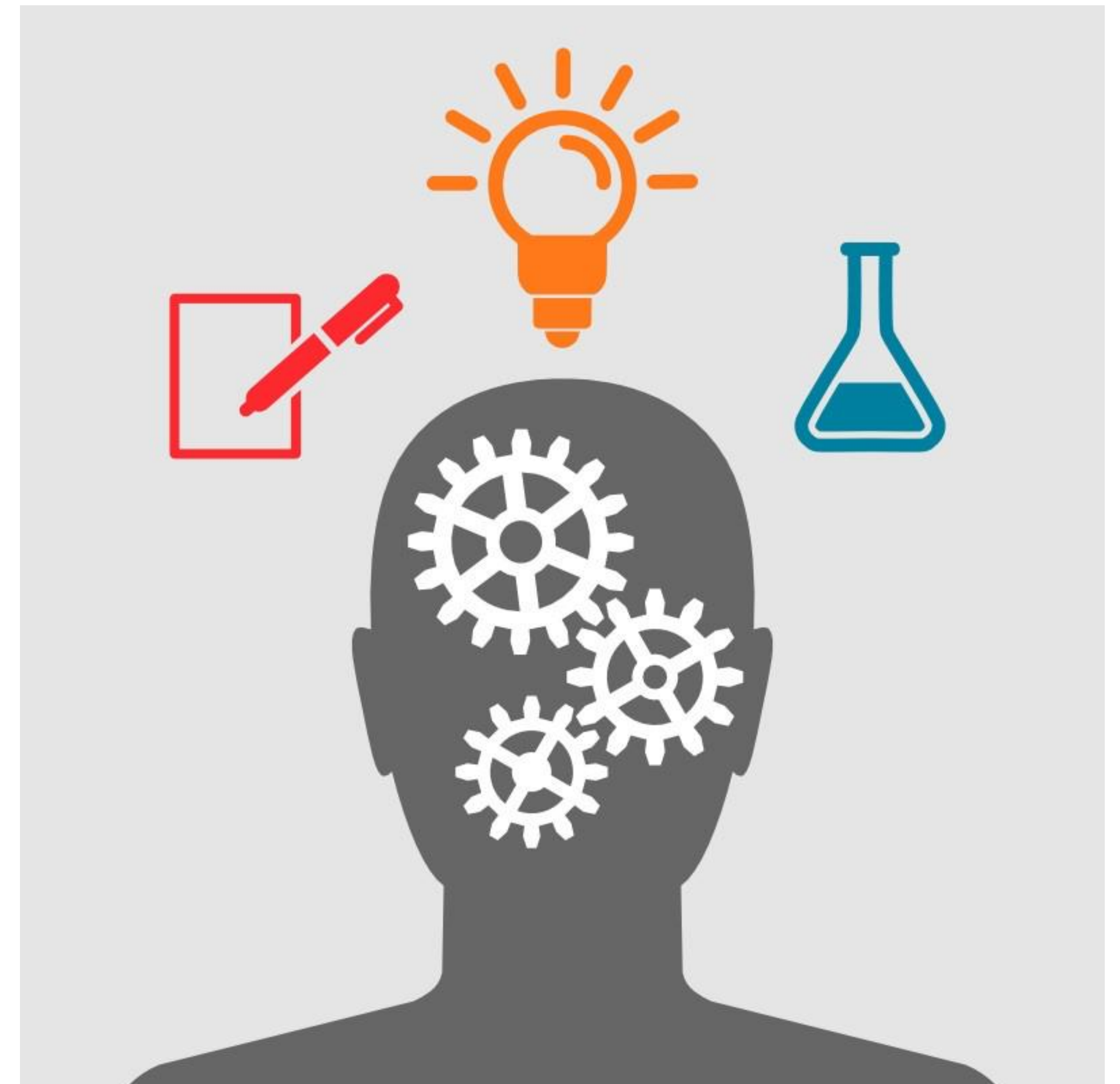
- The video





New Solutions

- ULD Explained
- ULD Code of Practise
- ULD Job Aid





ULD Explained

- 44000 words
- 148 pictures
- 140 Pages

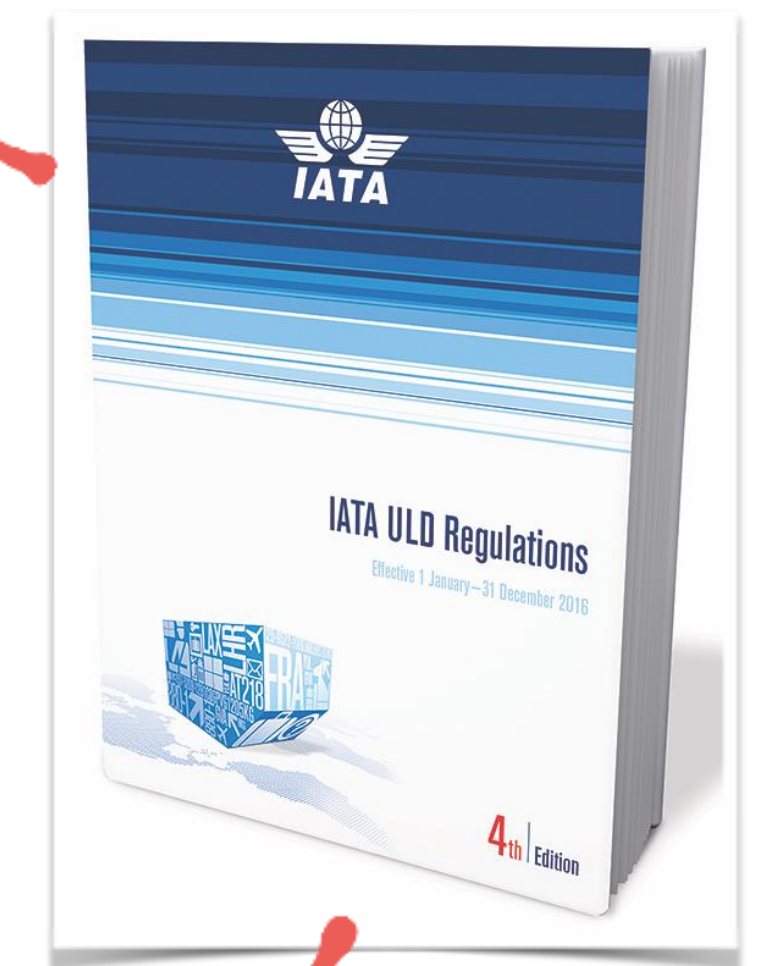
ULD Explained does just what its title claims, takes the reader through the the essentials of ULD in simple to understand language





Building Bridges

- ULDR expanded the aviation safety regulations into the ULD arena
- ULD Explained expands the ULDR into the air cargo arena





- ULD Basics
 - Storage
 - Movement
 - Continuing
 - Airworthiness
 - Build Up and Break Down
 - Transfer
 - Accessories
 - Special ULD and Special Cargo
- Appendix

ULD EXPLAINED



BOB ROGERS

A ULD CARE PUBLICATION



Why a book and why now?

- 2013 IATA commenced work on detailed step by step ULD task instructions for IGOM
- 2015 ULD CARE started to explore opportunities to develop task level material- ULD Job Aid
- 2016 ULD Explained





ULD Explained delivers exactly what it says on the cover- simple jargon free explanations with comprehensive illustrations covering the basics of ULD Operations and Handling.

The ambition of ULD Explained is to fill a long standing shortage of basic, easy to read and understand ULD material for those who are new to ULD or who today are working with or around ULD but have never had the benefit of any formal instruction. Currently published ULD material is of use to those having a good basic knowledge but is not so appropriate for those who do not, and there is an ever increasing category of people who when it comes to ULD are expected to “just figure it out”

Aircraft safety and “just figure it out” do not go together, ULD Explained goes some way to resolve this unsustainable state of affairs

Filling the gap between the technicalities of the IATA ULD Regulations and the tribal knowledge that permeates throughout the air cargo industry ULD Explained is a necessary volume on the bookshelf of any supervisor or manager.



What ULD EXPLAINED IS not

- ULD Explained is NOT
- A reference book for experts
- A replacement for the ULDR
- Everything you need to know about ULD





ULD Standard Operating Practise

- What is an SOP?
- Why an SOP for ULD?
- Who benefits?
- What does it cost?





What is an S.O.P?

Their purpose is to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply to industry regulations.





Why an S.O.P. for ULD

?

- Extremely widespread operations require a simple and straightforward message
- Low cost/high potential benefit
- Hard for the industry to not adopt a ULD S.O.P





Who benefits?

- Benefits all round
- ULD Owners get something simple that promotes proper ULD Operations and Handling
- The air cargo industry gets a set of simple “grass roots “ instructions- awareness.
- Over time the ULD S.O.P can become a “ no questions asked” foundation for all ULD “players”





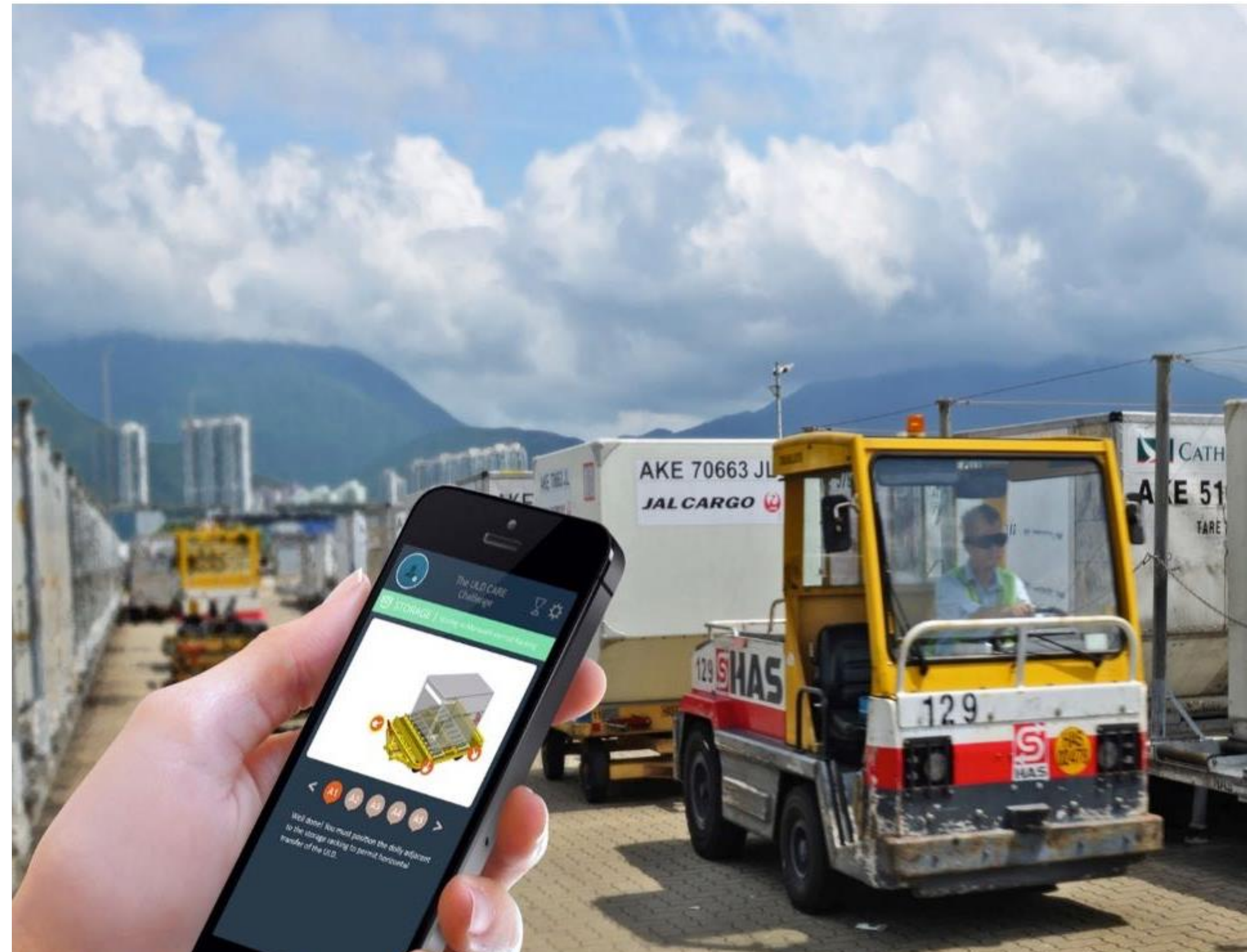
What does it cost?

- ABSOLUTELY ZERO...sign on is free!





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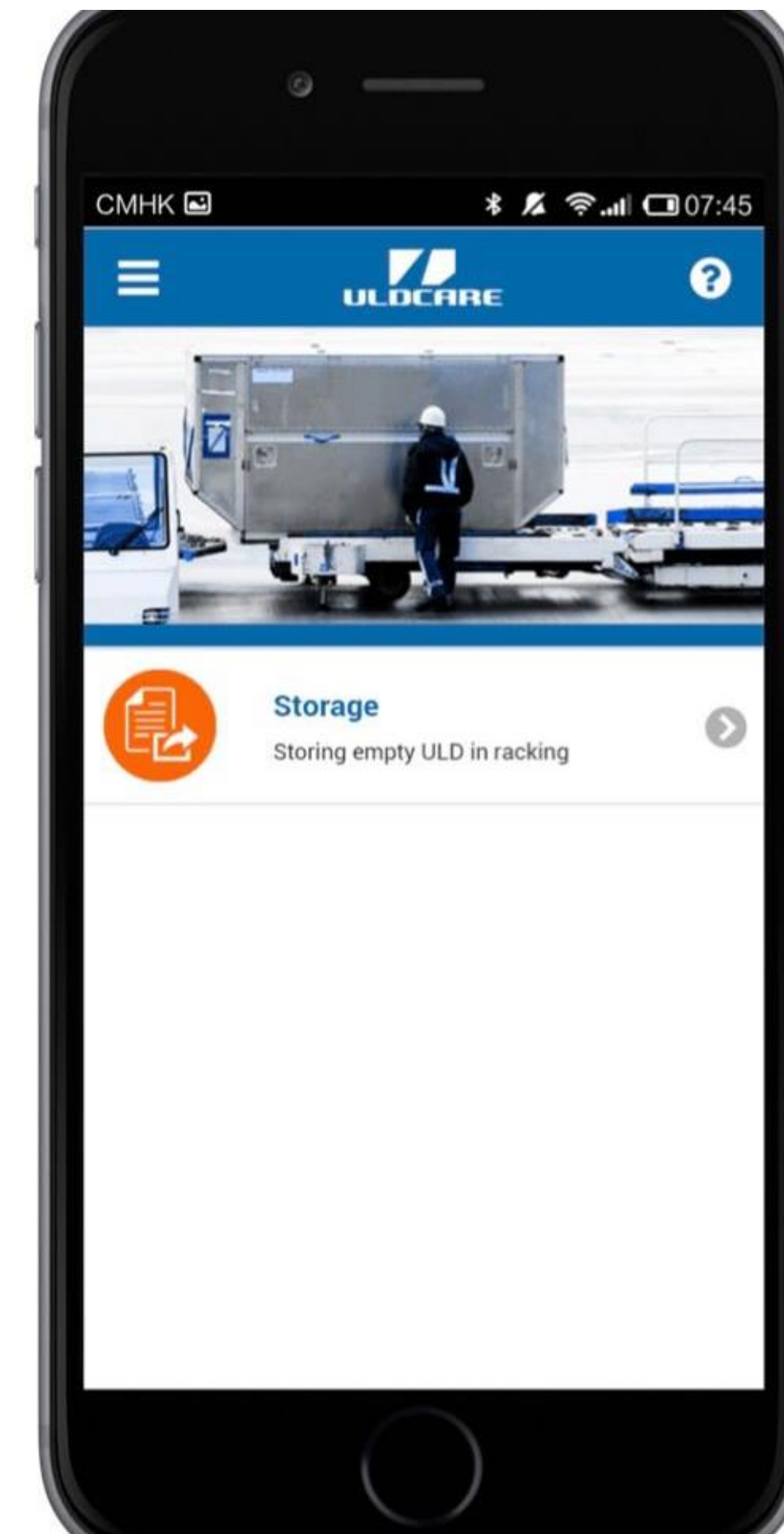


The ULD Job Aid by ULD CARE



Why a job aid?

job aid (plural **job aids**) A sign, worksheet or other object which includes diagrams or a brief summary of instructions, such as a checklist. Designed to reduce avoidable mistakes by helping a person remember what to do, or be sure that they have completed all steps required.





FAA AC 120-85A

2.11.1 Using Checklists and **Job Aids**. The operator should develop a system when performing tasks to incorporate controls as part of their processes and procedures. In other words, checks and restraints are designed into a process to ensure a desired result. This could be a checklist or **job aid**. For example, a loading checklist or **job aid** and predeparture checklist or **job aid** may be used together to positively verify that the condition, weight, and sequencing of each pallet is correct for each loaded position on the aircraft. Examples of checklists and **job aids** with related items (not all inclusive) to accomplish this may include the following:

2.11.1.2 ULD Serviceability:

2.11.1.2.1 Receiving check; and

2.11.1.2.2 Damage limits.

2.11.1.3 Cargo Buildup:

2.11.1.3.1 CG;

2.11.1.3.2 Cargo contour; and

2.11.1.3.3 Marking and labeling.



Two way benefits

On the ramp the ULD Job Aid delivers simple instructions through a modern visual medium directly into the hands of the operator

In the back office the system monitors operator know how levels, alerting management to individual or group “knowledge gaps”



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Great ideas- now they need to go to work !

- Investment
- Promotion
- Delivery





Investment

- How is ULD CARE to raise the necessary funding to turn ideas into solutions?





Promotion

- How is ULD CARE to get these solutions the widespread exposure they deserve?





Delivery

- How is ULD CARE to deliver these solutions?

