Coming Soon to a Cockpit Near You...

Meet the re-designed Quick Reference Handbook Vol. 2

November 2017

The Checklist Initiative
Agenda

Purpose for the changes

The upcoming changes to the QRH

What has remained the same?
Overall Purpose For The Changes

The need to improve our standards...

- Over the last few years, our Business Aircraft Customers have become increasingly vocal in demanding improvement to our Flight Manuals, in particular the Quick Reference Handbook (QRH)

- As a result of this, Bombardier launched “The Checklist Initiative” with goal to:
  - Improve the operational information and tools we provide to our customer pilots (QRH, FCOM)
  - Increase the Human Factors input in our procedure design process by using the latest available research and apply best industry practices
  - Apply an End-User-Centric approach (balance OEM requirement with Operational Reality)
  - Start to align our processes and publications towards a common “Bombardier Signature”

- Based on this project, we have started introducing a re-designed QRH, optimized for cockpit operation and based on direct customer pilot involvement. It builds from the end-user experience while integrating industry best practices and aligning to the latest available Human Factor research.

- This improved QRH has been proven very effective and appreciated by customer pilots during simulator validation testing exercises, and now in service as well.
The Upcoming Changes To The QRH

**Design Fit for Purpose**
- QRH Covers, Ring spine
- Optimized for Cockpit Operation

**Re-Organization**
- Tab Name Convention and Structure
- Table of Contents, Comprehensive Preamble

**Procedure Structure and Navigation System**
- Conditions and Objective Statement
- Improved “Conditional Statements” system (Non-rhombus)

**Quick Reference Card**
- Immediate Action Items
- Link to Quick Reference Handbook
Phase I – Designing tools optimized for the crew

Phase I – Designing tools optimized for the crew

• Focus on the Format, Media, Functionality (content improvement: in Phase II)
• COOP Process implementation (Customer Orientated Operational Practices)
• More direct involvement of customer pilots in improvement and validation process (Customer Advisory Boards)
• Continue internal education process
• New QRH Design roll out:  
  Global Series: May 2017  
  Challenger 300/350 series: December 2017  
  Challenger 604/605/650: Q2/2018

Phase II – Designing procedures for the End-User

• Use COOP process in procedure design & review
• Gradual implementation of new Lexicon and adapt language level
• Adapting the procedures to the operational reality of the Customer pilot
• Using continuous customer inputs to continue improvements and set implementation priorities
Design fit for purpose

**QRH Volume 1 – Covers & Ring Spine**

- Design modifications were made to both QRH Volume 1 and 2 to better differentiate them.
- QRH Volume 1 (normal procedures / performance) will now have a **white** front and back covers along with a **white** ring spine.
- The content of QRH Volume 1 remains unchanged (except for the migration some information to Volume 2) and therefore does not require a “re-print and re-issue”.
- Migrated information includes the Go/No-Go Guide and system schematic pages.
- Volume 1 new covers will be included in the revision package along with update instructions.

White Book = Normal Ops
Design fit for purpose

**QRH Volume 2 – Covers & Ring Spine**

• While the procedures content of QRH Volume 2 have remains largely unchanged, there are significant improvements to the organizational structure as well as new features being introduced.

• QRH Volume 2 (Non-Normal Procedures) will keep **black** front and back covers and will now have a **red** ring spine

• The top of the front cover is also cut out to enable easy access to the new Quick Reference Card (Immediate Action Items)

**Red Book** = Non-Normal Ops
Design fit for purpose

**QRH Volume 2 – Covers & Ring Spine**

- The previously empty space on the back cover is now used to allow easy, rapid and reliable access to the **Emergency Evacuation procedure** in case of unplanned ground emergency.

- The introduction of a **red ring spine** enable the crew to identify visually the “Non-Normal Procedure” book even when the QRH is already open.

- To ease the introduction of these changes in service, the QRH Volume 2 will be completely re-printed and re-issued.

*Red Book = Non-Normal Ops*
Re-organization

Preface

- QRH Vol. 2 now includes a comprehensive Preface that serves as a “How-to” guide and explains the various features of the new design.
- It also explains some of the assumptions used and the basic crew coordination elements considered when building the QRH.
**Re-organization**

**Master Index**

- EICAS Procedures that contain failure side specific information (i.e. **L ENG FIRE, R BLEED FAULT**) must be crossed indexed in both the letter associated with the failure side **AND** in the letter associated with the failed system.

- For example a generator failure may be associated with either the Left or Right generator which would trigger the associated **L GEN FAIL** or **R GEN FAIL** caution message. Therefore this message should be indexed at 3 locations in the Master Index Caution message list; in the **L** section as **L GEN FAIL**, in the **R** section as **R GEN FAIL** but also in the **G** section as **GEN FAIL, L (R)**, all leading to the same page location in the related system section (for this example: page ELEC 04-6).

<table>
<thead>
<tr>
<th>CAUTION MESSAGES</th>
<th>B</th>
<th>E</th>
<th>G</th>
<th>L</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>BATT FAIL, L (R)</td>
<td>ELEC 04-4</td>
<td>ENVR 05-7</td>
<td>ENG 05-8</td>
<td>L BATT FAIL</td>
<td>ELEC 04-4</td>
</tr>
<tr>
<td>BLEED FAIL, L (R)</td>
<td>ENVR 05-7</td>
<td></td>
<td>ENGINE FLAMEOUT, L (R)</td>
<td>L BLEED LOOP FAIL</td>
<td>ENVR 05-7</td>
</tr>
<tr>
<td>BLEED LOOP FAIL, L (R)</td>
<td></td>
<td>ENG 05-9</td>
<td>FADEC FAIL, L (R)</td>
<td>L ENG OIL PRESS HIGH</td>
<td>ELEC 05-10</td>
</tr>
<tr>
<td>ENG DSPL MISCOMP, L (R)</td>
<td></td>
<td>ENVR 05-7</td>
<td>L ENG OIL PRESS HIGH</td>
<td>L ENG OIL PRESS HIGH</td>
<td>ELEC 05-10</td>
</tr>
<tr>
<td>ENGINE FLAMEOUT, L (R)</td>
<td></td>
<td></td>
<td>L ENG OIL PRESS HIGH</td>
<td>L ENG OIL PRESS HIGH</td>
<td>ELEC 05-10</td>
</tr>
<tr>
<td>FADEC FAIL, L (R)</td>
<td></td>
<td></td>
<td>L ENG OIL PRESS HIGH</td>
<td>L ENG OIL PRESS HIGH</td>
<td>ELEC 05-10</td>
</tr>
<tr>
<td>GEN FAIL, L (R)</td>
<td>ELEC 04-6</td>
<td></td>
<td></td>
<td>L GEN FAIL</td>
<td>ELEC 04-6</td>
</tr>
<tr>
<td>GEN OVERLOAD, L (R)</td>
<td></td>
<td></td>
<td></td>
<td>L GEN OVERLOAD</td>
<td>ELEC 04-6</td>
</tr>
</tbody>
</table>

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Re-organization

Tab Structure

- Tab name convention is based on typical naming and grouping used by the flight crew in operation and therefore does not always directly related to the ATA structure used in other manuals.
- System tabs are organized in alphabetical order and are numbered from 1 to 14.
- Each tab identifies the beginning of a new system.
## Re-organization (Tab Content)

<table>
<thead>
<tr>
<th>Tab</th>
<th>Name / ATA ref.</th>
<th>Content</th>
<th>Tab</th>
<th>Name / ATA ref.</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>APU (ATA 49)</td>
<td>• APU Malfunctions</td>
<td>9</td>
<td>Fuel (ATA 28)</td>
<td>• Fuel System procedures</td>
</tr>
</tbody>
</table>
| 2   | Avionics (ATA 22/23/31/34) | • AFCS / Flight Director System  
• Aural and visual warnings  
• FMS / Navigation / Flight displays  
• Flight instruments (IRS, ADC...)  
• HUD, Synthetic & Enhanced Vision  
• PFD / MFD flags and indications  
• Radar / Communication / IFIS  
• TCAS / TAWS / RAAS / SMS... | 10  | Gear / Brakes (ATA 32) | • Landing Gear System  
• Steering System  
• Brake System |
| 3   | Doors (ATA 52) | • Door Malfunctions and procedures | 11  | Hydraulics (ATA 29) | • Hydraulic System procedures |
| 4   | Electrical (ATA 24) | • Electrical Malfunctions | 12  | Ice Protection (ATA 30) | • Wings and Engine Heating systems  
• Windshield & Windows Heating System |
| 5   | Engine (ATA 71 to 80) | • Engine and sub-systems  
• Thrust Reversers  
• Auto-Thrust System | 13  | Other Procedures | • Lighting System (ATA 33)  
• Pilot Incapacitation / Brid Strike  
• Windshear, Stall recovery / Volcanic Ash  
• Lightning Strike |
| 6   | Environmental / Bleed Air (ATA 21/35/36) | • Pressurization  
• Air Conditioning / Temperature Control  
• Bleed Air System  
• Oxygen | 14  | Smoke / Fire (ATA 26) | • Smoke-Fire-Fumes Procedures  
• Smoke Removal  
• Fire Protection System |
| 7   | Flight Controls (ATA 27) | • Flight Controls (primary and secondary)  
• Stall Protection System | --- | Index | • Procedure Master Index – Alphabetical and by level of message (not by system) |
| 8   | Evacuation / Forced Lndg | • Forced Landing  
• Ditching preparation  
• Emergency Evacuation | --- | Go/No-go Guide | • EICAS message based relief guide  
• Reference to MMEL/DDG |
Re-organization

Go / No-Go Guide

• The new QRH vol. 2 adds a new a tab called Go / No Go Guide which contains data for quick reference (was formerly in QRH Volume 1). This tab is placed at the end of the QRH.

• After performing the applicable QRH procedure, should a message persists, the “Go/No-Go” guide can be used to check if dispatch may be possible and rapidly find the related MMEL / DDG reference.

• This guide does not supersedes the data outlined in the MMEL or DDG. A “Go” condition still requires MMEL consultation. In case of conflict, the MMEL takes precedence.

• Should a failure occur during pre-flight ground operations, the reference “Return to ramp” can sometimes be used to advise the crew should this condition requires specific assessment before flight.

<table>
<thead>
<tr>
<th>WARNING MESSAGES</th>
<th>CAS MESSAGE</th>
<th>Go / Return to ramp / No Go</th>
<th>CAS MMEL RELIEF</th>
<th>MMEL Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>APU FIRE</td>
<td>No Go</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APU OVERTEMP</td>
<td>Return to ramp</td>
<td></td>
<td>Yes</td>
<td>49-11-01</td>
</tr>
<tr>
<td>L (R) BATT OVERHEAT</td>
<td>No Go</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>L (R) BLEED LEAK</td>
<td>No Go</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CABIN ALTITUDE</td>
<td>No Go</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CABIN DELTA P</td>
<td>No Go</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GO / NO-GO Guide (Cont’d)

<table>
<thead>
<tr>
<th>CAUTION MESSAGES</th>
<th>CAS MESSAGE</th>
<th>Go</th>
<th>MMEL Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFCS MESSAGES FAIL</td>
<td>Go</td>
<td>22-10-01</td>
<td></td>
</tr>
<tr>
<td>APU BLEED SYS FAIL</td>
<td>Go/Yes</td>
<td>49-52-01</td>
<td></td>
</tr>
<tr>
<td>FUEL XFER FAIL</td>
<td>Return to ramp</td>
<td>28-22-10</td>
<td></td>
</tr>
</tbody>
</table>

Should you Need Help…

For Technical and Operational assistance, contact the Bombardier Customer Response Center (CRC):

• North America: 1-866-JET-1247 (1-866-538-1247)
• International: +1.514.855.2999
• Email: ac.yul@aero.bombardier.com
Re-organization

Page Header and Footer:

- The section headers and footers are presented from page “1” (TOC) to the last page of the section. The section header and footer are not presented on the any of the Tabs (page “0”).

- An example is as follows:

```
Header:

Global 6000

ELEC 4-9
REV 8, Nov 19, 2013

Footer:

Non-Normal Procedures
GL 6000 QRH – QRH Vol.2

ELECTRICAL
```
Re-organization

Abbreviated Section System Names:

<table>
<thead>
<tr>
<th>Section Name</th>
<th>Abbreviated Name</th>
<th>Section Name</th>
<th>Abbreviated Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auxiliary Power Unit</td>
<td>APU</td>
<td>Forced Landing / Evacuation</td>
<td>F-LDG</td>
</tr>
<tr>
<td>Avionics</td>
<td>AVNC</td>
<td>Fuel</td>
<td>FUEL</td>
</tr>
<tr>
<td>Doors</td>
<td>DOOR</td>
<td>Gear / Brakes</td>
<td>GEAR</td>
</tr>
<tr>
<td>Electrical</td>
<td>ELEC</td>
<td>Hydraulics</td>
<td>HYD</td>
</tr>
<tr>
<td>Engine</td>
<td>ENG</td>
<td>Ice Protection</td>
<td>ICE</td>
</tr>
<tr>
<td>Environmental / Bleed Air</td>
<td>ENVR</td>
<td>Other Procedures</td>
<td>OTHER</td>
</tr>
<tr>
<td>Flight Controls</td>
<td>FCTL</td>
<td>Smoke / Fire</td>
<td>SMK</td>
</tr>
</tbody>
</table>
Re-organization

Topics Covered

- On the inside portion (section tab aka page “0”) of a system tab is labeled TOPICS COVERED in black and Bold letters, and contains a list of all possible sub-systems covered under this particular section.

- This has proven to help crewmembers confirm that they are in the correct section when uncertain of the location of a particular checklist, especially for Non-EICAS procedures.

Section 6 – ENVIRONMENTAL / BLEED AIR

TOPICS COVERED:

- Pressurization
- Air conditioning
- Temperature control
- Bleed Air system
- Oxygen

Related ATA chapters:

ATA 21 – Air Conditioning
ATA 35 – Oxygen
ATA 36 – Pneumatic
Re-organization

Table of Contents (TOC)

• Procedure titles in the table of contents are segregated by color level:
  1. **Warning** level messages first,
  2. **Caution** level messages second,
  3. **Non- EICAS** messages (black) third,
  4. **Advisory** level messages (cyan or green as appropriate) fourth and
  5. **Status** level message (white) fifth.

• New features are also referenced in the TOC such as:
  1. System schematic
Re-organization

Order of procedure

- The order in which the procedures are distributed within a section may not reflect the order laid out in the TOC.

- While the procedure order will normally follow the EICAS priority, procedure flow will also be organized by priority and link between related procedures.

- It is therefore very possible that a Non-EICAS procedure may be found immediately before or after an EICAS based procedure due to its relevancy and relation with the previous procedure. (i.e. the EICAS based L (R) ENGINE procedure is followed by the Non-EICAS based “In-Flight Failure/Shutdown procedure”).

Diagram:

- ENG Fail / Shutdown
- ENG Relight
- Single Engine Landing
- Single Engine Go-Around
Re-organization

Table of STATUS Messages

- STATUS level messages do not have associated procedures but just expended description of the message and are not considered procedures. They are grouped under a table that provides the full meaning of the message

<table>
<thead>
<tr>
<th>STATUS Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPAM FAULT</td>
<td>Failure of either CPAM 1 or 2</td>
</tr>
<tr>
<td>DISPLAY FAN FAIL</td>
<td>Avionics cooling fan is inoperative</td>
</tr>
<tr>
<td>AIR SOURCE OFF</td>
<td>The AIR SOURCE selector is in the OFF position resulting in no conditioned air entering the cabin.</td>
</tr>
<tr>
<td>BLEED OFF</td>
<td>The Left, Right and APU BLEEDs are OFF</td>
</tr>
</tbody>
</table>
Re-organization

Related Synoptic Pages

- Schematics were added to QRH Vol.2 for better “tactical” availability
- Following the procedures, all the relevant System Schematic pages are shown.
- The title of the “SYSTEM SCHEMATICS” and the name of the actual schematic is displayed against the left margin, just below the title.
Re-organization

Related Circuit Breaker Location Table

- A table showing the location of all related Circuit Breakers was added to QRH Vol.2 for better “tactical” availability
- It is located at the end of each system section, just following the Schematic pages.
- The table contains the placarded CB names, associated electrical buses and the exact CB location on the panel.

<table>
<thead>
<tr>
<th>CB NAME</th>
<th>BUS</th>
<th>CB LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>3RD AUDIO</td>
<td>RIGHT MAIN</td>
<td>CB4–D3</td>
</tr>
<tr>
<td>AIR DATA 1</td>
<td>LEFT MAIN</td>
<td>CB1–C1</td>
</tr>
<tr>
<td>AIR DATA 2</td>
<td>RIGHT MAIN</td>
<td>CB2–C1</td>
</tr>
<tr>
<td>ANNUN CTRL 1</td>
<td>LEFT ESS</td>
<td>CB1–D3</td>
</tr>
<tr>
<td>ANNUN CTRL 2</td>
<td>RIGHT MAIN</td>
<td>CB2–D3</td>
</tr>
<tr>
<td>ANNUN PWR 1 L</td>
<td>LEFT ESS</td>
<td>CB1–D4</td>
</tr>
<tr>
<td>ANNUN PWR 1 R</td>
<td>RIGHT ESS</td>
<td>CB2–D4</td>
</tr>
<tr>
<td>ANNUN PWR 2 L</td>
<td>RIGHT MAIN</td>
<td>CB2–D5</td>
</tr>
<tr>
<td>ANNUN PWR 2 R</td>
<td>LEFT MAIN</td>
<td>CB1–D5</td>
</tr>
<tr>
<td>AUDIO PWR 1 L</td>
<td>LEFT ESS</td>
<td>CB1–B1</td>
</tr>
</tbody>
</table>
Condition and Objective statement

- When an EICAS message also triggers an Aural alert, the actual Aural Alert message is accompanied by a “speaker” symbol to its left.

- “Conditions” statement: Provides a brief description of known symptoms associated with the problem.

- “Objective” statement: Provides guidance as to what is the desired outcome of the procedure (what the procedure is trying to accomplish).

- “Conditions” and “Objective” Statement are placed immediately below the procedure title and against the right margin.
Procedural Navigation Flow System

WARNING, CAUTION AND NOTE

- Checklist will sometimes contain text portion in the form of Warnings, Cautions and Notes intended to complement steps in the checklist with relevant and sometimes critical information needed to accomplish the procedure safely, effectively and with efficiency.

- To help the crew in recognizing the criticality of some information, visual marker symbols are used to identify Warnings and Cautions text content.

- They are represented as follows:

  **⚠️ WARNING:** Anytime smoke or fumes become the greatest threat, accomplish the Smoke or Fumes Removal Procedure at the end of this section.

  **⚠️ CAUTION:** If structural damage is suspected, do not exceed the airspeed at which the damage occurred and minimize maneuvering loads

  **NOTE:** If supplemental crew oxygen is still required, select the normal (N) setting to reduce consumption.
Numbering Sequence

- All checklist steps are in continuous numeral sequence which also include affirmation and conditional statements in the procedure.

- The conditional statement answers are the only thing in the procedure that is not numbered but instead indented and given and letter numbering.

- When the procedure is completed a centered – COMPLETE – statement is placed on a separate line below in BOLD
Conditional Statements and Answers

- Conditional statements are system state or situation related questions which may have 2 more possible responses.

- Conditional statements are in **bold**, numbered and end with a colon (:

- Each answer will instructs the crew to proceed to another step within the procedure.

- Answer to conditional questions follow immediately below the conditional questions and state the options such as “YES or “NO”, “ATS” or “Windmill” or “Time and condition permitting” and etc. The conditional answers are in **bold** and indented to the right with an arrow.

- They also have a “Go to (step number)” or action statement such as “No further action required. **End of procedure.**”
Procedural Navigation Flow System

Confirmation Statements

- Confirmation statements have been added to the procedural navigation to eliminate navigation errors.
- These statements give pilots evidence and reassurance that they have moved on to the correct step in the procedure.
- Some procedures found in the QRH vol. 2 are long and spread out on several pages. At times the “Go to (#)” is only found many pages later.
- Confirmation statements allow the pilot to have a safeguard by confirming the step they have chosen.

---

(9) **WINDMILL ENVELOPE** message on and $N_2 > 8\%$:
- **YES** – Go to (10)
- **NO** – Go to (40)

(10) **WINDMILL ENVELOPE** message on and $N_2 > 8\%$:
(11) Airspeed ............................................... MORE THAN 250 KIAS

---

(36) Attempt ATS relight (up to 250 KIAS) or another windmill relight at a lower altitude and at a higher airspeed.
- ATS – Go to (40)
- Windmill Envelope – Go to (9)
- Time and condition(s) not permitting – Go to (37)

(37) Neither engine relights:

(38) Target airspeed
(SLATS IN / FLAP 0) ............................................... 200 KIAS

**NOTE**
1. To maximize glide distance fly at minimum drag airspeed ($V_{MD}$) SLATS IN / FLAP 0 of approximately $V_{FTO} + 25$ KIAS.

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(40) **ATS ENVELOPE** MESSAGE ON AND BLEED AIR IS AVAILABLE

If bleed air is available, carry out starter assisted start as follows:
(41) Airspeed ............................................... LESS THAN 250 KIAS
Quick Reference Card (QRC)

Immediate Action Items

- Some Procedures that contain Immediate Action Items which are found in the certain procedures and are placed within a “box” red hashed border.

- These Immediate Action Items are also found on the Quick Reference Card (QRC).

- This card may be used by the crew as a rapid way to perform these items without having to rely solely on memory thus reducing the possibility of omission or commission errors.

- The QRC contains all of the Immediate Action Items of its associated procedure and end with the exact page location reference to the equivalent checklist in QRH Vol. 2.

- The QRC can be found in a transparent pouch located just behind the cover page of the QRH vol.2

- The QRC is easily and quickly accessible since it sticks out of the QRH.

Note: As part of their system knowledge and good airmanship, pilots should still be familiar with the system actions related to procedures containing Immediate Action Items.
Finding the QRC

- The QRC is located in a holding pouch just behind the front cover.
- A cut-out in the upper edge of the cover allows the QRC to be quickly accessed and pulled out at time of needs.
- To help finding the needed procedure, the QRC uses the same indexing logic the QRH (System names and Tab number reference...).
Quick Reference Card (QRC)

- Each set of Immediate Action Items on the QRC ends with the exact page location reference to the equivalent checklist in QRH Vol. 2
- When using the QRC, these steps can then be considered “performed and reviewed” once transferring to the full procedure contained in the QRH
- Once in the QRH, the procedure can be continued at the step that follows the boxed Immediate Action Items, as highlighted by a visual reference “FROM Quick Reference Card (QRC)”.

QRC items

QRH Procedure

L (R) ENG FIRE (In Flight)

“LEFT (RIGHT) ENGINE FIRE”

Condition: Affected engine on fire.
Objective: Secure affected engine and extinguish fire.

1. Affected thrust lever .................................. CONFIRM & IDLE
2. Affected ENGINE RUN .................................. CONFIRM & OFF
3. Affected DISCH handle ................................. CONFIRM & PULL

After 10 seconds and L (R) ENG FIRE stays on:
4. Affected DISCH handle ................................. TURN to discharge firex bottle.

After another 45 seconds and L (R) ENG FIRE stays on:
5. Affected DISCH handle ................................. TURN to opposite direction and discharge other firex bottle.

Proceed to ENG 05-7

FROM Quick Reference Card (QRC)

(6) Land immediately at nearest airport.
(7) Rotor burst damage suspected:

YES – Go to (8)
NO – Go to (11)
What Has Remained The Same?

Some features of the QRH volume 2 have remain the same as the previous version, namely:

1. Actual Procedure Content (steps):
   - While the presentation of the steps within the procedure now use a different format, the actual steps and actions have remain largely untouched.
   - The procedure content will be gradually reviewed to further optimize them for efficient cockpit operation.

2. Master index
   - The Master Index found at the beginning of the QRH volume 2 has proven in various testing to be an efficient and valuable tool when trying to access the correct procedure.
The Right Focus…
Embed pilots’ experience while advancing safety

“I continue to be impressed and awed by the very detailed and refined process you’ve
developed as you engage in this task. It is by far the most comprehensive
and thoughtful approach to rethinking and revising non-normal
checklists that I have witnessed in the industry.” – Dr Barbara Burian,
Senior Research Psychologist – Human Systems Integration Division, NASA Ames Research
Center, October 2015

“It has been 17 years and I still don’t get the old way – 5 minutes and I get the new way –
this is ground breaking” – Mark Lonier (Chairman CL600 Advisory), September 2015

“These guys (TCI Team) are setting a new industry standard” – Brent Vogen, CL300
Advisory member, November 2015

“I can’t say I’ve ever seen such a deliberate effort on the part of an OEM to take
such an integrated, broad look at the topic and work towards a better product
for the end users!” - Jeff Bolton, FAA Certification Test Pilot, May 2016
Exceptional by design