

# Chapter 18

## Decision Making

### DECISION MAKING PROCESS

Decision making can be broken down into a series of steps or actions that the pilot follows:

- Recognition that there is a problem. Note that no action takes place at this stage.
- The gathering of information in order to assess the situation. This is undertaken by all crewmembers.
- Establish what information is required and where to locate that information. How to verify the information is also set at this stage.
- Evaluate the risk of the identified options and the alternative solutions. Weigh the advantages and disadvantages to determine the best solution.
- Implement decisions and execute any actions. Remember, doing nothing can be an action.
- Review the consequences using feedback. Evaluate and revise if necessary.

### REACTION TO DECISION MAKING

The following actions are not a comprehensive list for addressing the decision making problem. The intent is to give a logical, safe progression to a problem:

- **Fly the aircraft**
- **Never assume there isn't enough time**  
Do not rush. Remain calm, think first, then act. Keep other crew members in the loop. Request assistance from ATC to give you more time. Reduce speed and delay tasks that are not essential to flight safety until you have the situation under control.
- **Identify the problem**  
Silence bells, but do not extinguish annunciator lights by reflex or before analysing their indications. They should be extinguished and rearmed to detect multiple problems. Call out the indications to the other crew member to confirm what the indication is and cross-check against other sources of information.
- **Assess the situation using all resources**  
Certain emergencies require immediate action, such as a ground proximity warning, engine fire, or rapid depressurisation. Most abnormal situations do not require immediate action. After gathering all the information available, the crew should make a joint decision regarding how to handle the situation.