

Professionalism & Integrity

(Hint: Look for BLUE to find some quiz answers!)

The study of ethics is a major branch of philosophy, encompassing right conduct and pursuit of a good life. The ethics branch of philosophy is significantly broader than the commonly held belief that ethics is merely a recognition of right and wrong, good and evil, moral and immoral, approved and unapproved, fair and unfair, or legal and illegal.

A central aspect of ethics is a pursuit of "the good life,"... the life worth living, or life that is simply satisfying.



Humans' thinking about ethical behavior has been around since the dawn of man... from Adam and Eve to Socrates and Aristotle, Buddha, Christ and on and on. As thinking animals, we naturally question our existence and our reason for being.

Ethics is commonly conceived as being concerned with the questions "What sort

of actions ought people to perform?" and "What sort of actions ought people to avoid?"

Ethics, in the business world and in our personal lives, means making *better* choices by considering the rights and well-being of others.

This would include not only you and your family, but also your employer and

fellow workers, as well as your customers and suppliers and, ultimately, the souls on board the aircraft you work with.

So how do you apply ethics to your life and your work?

In his book "Life Principles: Feeling Good By Doing Good," author Bruce Weinstein describes...

Five principles of ethics:

1. Do no harm
2. Make things better
3. Respect others
4. Be fair
5. Be loving

Similarly, Michael Josephson, in his book "Making Ethical Decisions," describes...

Six Ethical Principles:

1. Trustworthiness
2. Respect
3. Responsibility
4. Fairness
5. Caring
6. Citizenship

Ethical principles are a multi-level filter through which we should process decisions. Being trustworthy alone is not enough — we must also be caring. Adhering to the letter of the law is not enough — we must also accept

responsibility for our action...or inaction.

If we focus so hard on upholding one moral principle, we may sacrifice another. Where, for example, we are intent on getting a job done, we ignore other rules, laws or procedures.

Think of the mechanic who skips a few steps on the work card because the boss is in a snit, the passengers are getting surly and the plane is stuck on the tarmac.



Regardless of how many principles you list, the lowdown is still them same...Do the right thing. The satisfaction of a win by cheating is hollow. Gains made by illegal activities have consequences. The

health of an organization depends on each individual's actions.

Ethical issues aren't always life and death decisions.

They include privacy, confidentiality, honesty, and fairness. The actions we should take encompass taking responsibility, meeting obligations, telling the truth, keeping promises, and avoiding harming people.

Fear, guilt, and our own self-interests can prevent us from doing the ethical thing. Fear can mean we're afraid of jeopardizing a relationship or believe that harm will come to us.

Guilt can be caused by psychological or spiritual conflicts. And our self-interests can blind us to the negative ramifications our actions can cause.

By making ethics a priority instead of getting caught up in the details of our hectic lives, we can lead a richer, more fulfilled life, one that will allow us to get the things we want: the right partner, a job we love, and a place to call home.

Ethics and Financial Health

Unethical actions in the workplace, either by you or your co-workers, are a heavy burden to the financial success of the company you work for, and since you're intrinsically part of the financial health of the company you work for, unethical behavior may be affecting *your* financial health.

While good ethics accrue many benefits. Bad ethics has the opposite effect: *penalties*.

You think ethics is someone else's concern? That you and your company are basically fine and everything is under control?

There may be a lot that you don't know.

The latest National Business Ethics Survey, released in 2007 by the Ethics Resource Center, found...

Ethical misconduct in general is very high and has returned to pre-Enron levels

During the past year, more than half of employees surveyed saw some type of ethical misconduct.

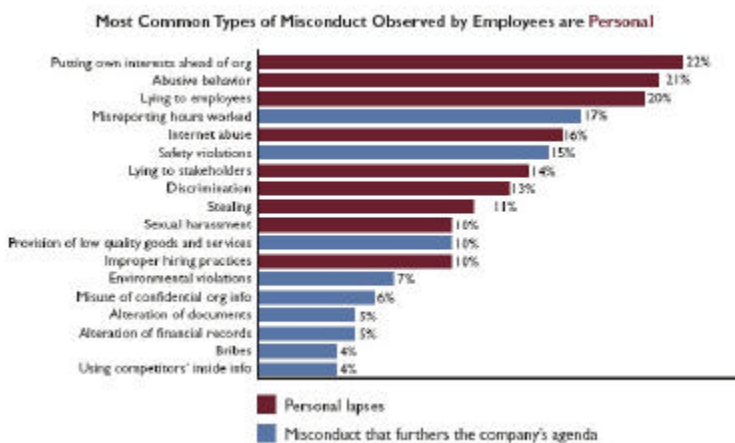




Many employees do not report what they observe — fearful of retaliation and skeptical that their reporting will make a difference.

In fact, one in eight employees *had* experienced some form of retaliation for reporting misconduct.

Only nine percent of companies have strong ethical cultures.



The top three ethics violations? ...

- ✍ Conflicts of interest: putting personal interests above the organization (observed by 23 percent of employees)
- ✍ Abusive or intimidating behavior (observed by 21 percent of employees) and
- ✍ Lying to employees (observed by 20 percent of employees).

Companies face highest risk in the areas of Internet abuse, misreporting of hours, lying to stakeholders, discrimination, safety violations, improper hiring practices, sexual harassment, stealing,

and production or substitution of low quality goods or services.

The Association of Certified Fraud Examiners, in its 2008 Report to the Nation on Occupational Fraud and Abuse, found that employee fraud...

- ✍ Costs firms \$994 billion a year. That's seven percent of U.S. gross domestic production.
- ✍ Tends to be extremely costly. The median loss caused by the occupational frauds in the 2008 study was \$175,000, and more than one-quarter of the frauds involved losses of at least \$1 million.
- ✍ Frequently continues for years before it is detected. The typical fraud in the study lasted two years.
- ✍ Is more likely to be uncovered by a tip than by audits, controls or any other means. (46 percent of the cases examined in the report were detected by tips from employees, customers, vendors and other sources).
- ✍ Impacts small businesses



disproportionately.

The median loss suffered by organizations with fewer than 100 employees was \$200,000. This was higher than the median loss in any other category, including the largest organizations. Check tampering and fraudulent billing were the most common small business fraud schemes.

PAMA's Code of Ethics

As a certified technician, my performance is a public service and, as such, I have a responsibility to the United States Government and its citizens. I must ensure that all citizens have confidence in my integrity and that I will perform my work according to the highest principles of ethical conduct. Therefore, I swear that I shall hold in sacred trust the rights and privileges conferred upon me as a certified technician. The safety and lives of others are dependent upon my skill and judgment, therefore I shall never knowingly subject others to risks which I would not be willing to assume for myself, or for those who are dear to me.

As a certified technician, I am aware that it is not possible to have knowledge and skill in every aspect of aviation maintenance for every airplane, so I pledge that I will never undertake work or approve work which I believe to be beyond the limits of my knowledge. I shall not allow any superior to persuade me to approve aircraft or equipment as airworthy when there is doubt in my mind as to the validity of my action. Under no circumstances will I permit the offer of money or other personal favors to influence me to act contrary to my best judgment, nor to pass as airworthy aircraft or equipment about which I am in doubt.

The responsibility that I have accepted as a certificated technician demands that I exercise my judgment on the airworthiness of aircraft and equipment, therefore I pledge unyielding adherence to these precepts for the advancement of aviation and for the dignity of my vocation.

Cases

November 2008, Seattle, Washington.

An FAA employee from Southern California took illegal perks from his job -- including a plane, yachts and heavy-duty trucks -- and an investigation continues into how widespread the practice was, federal prosecutors said.



Steven Bradley Smith, a field technician with the FAA in San Diego, abused an internal computer system to claim surplus items from other government agencies, according to charges made in Washington federal court.

Assistant U.S. Attorney David Jennings told The Associated Press "There's a great concern about who knew what about this -- about whether it's something that was systemic, or one guy who managed to find the seam in the zone defense of the FAA,"

The computer system Smith used is run by the General Services Administration and is designed to allow federal agencies to list items they no longer need, so that other agencies can acquire them free of charge. Prosecutors said Smith should not have been authorized to acquire items but managed to anyway -- purportedly on behalf of the FAA -- using another agency's code number.

Among the 215 items Smith obtained since 2004 were a Cessna 210 from the Forest Service, a Boston Whaler from the Coast Guard, several computers and a 44-foot Navy yacht that had been used by the ROTC at the University of Washington.

Smith and his half-brother, Bradley Garner -- who owns Royal Limousine Service in Bermuda Dunes, California and is accused of receiving some of the goods -- are charged with conspiracy to commit wire fraud and theft of honest services.

Smith made an initial appearance in November 2008 in federal court in Santa Ana, California and was ordered to post a \$200,000 bond before he could be released on electronic home monitoring.

Investigators said they determined that Smith turned the yacht, a fiberglass yawl called the Lively, over to Garner, who took it to Canada, where it remains. Smith also gave Garner the Cessna and, even though the plane remained owned by the government, Garner managed to take out an insurance policy on the aircraft -- and received a \$45,000 payment when the plane was damaged in a storm while parked at a Louisiana airport in 2007.

The Boston Whaler was found on a trailer in front of Smith's home in Blue Jay, California, along with a boat previously used by the Border Patrol and a Chevy truck once used by the National Oceanic and Atmospheric Administration. Attached to that truck was a 600-gallon tank trailer formerly used by the Air Force.

Smith also arranged for transfer of another yacht and several other trucks, and other items, including several Apple computers, were sold on eBay.

Smith's activity came to light when someone in the Transportation Department noticed that their code number had been used to try to claim the Lively yacht. Investigators allowed Smith to continue using the code to build a case against him.

May, 2008, Portland, Maine. An airport worker is being investigated by police for allegedly siphoning jet fuel from JetBlue Airways aircraft for use as heating fuel. The company reported the theft to police this week after witnesses reported seeing the man siphoning fuel from an Airbus 320 into a five-gallon jug at Portland International Jetport. Airline officials said they were aware of thefts on May 12 and on April 28, 2008, although it was not clear why the theft went unreported after the earlier incident. The airline told authorities that it believes the man stole at least 25 gallons, worth about \$160 at the spot rate for jet fuel of roughly \$6 per gallon. The actual cost to the JetBlue was greater, however. Airline maintenance crews discovered a loose fuel cap assembly on one aircraft and had a 30-minute departure delay. The company said the delay cost almost \$3,000 in additional operating costs, including paying crews to stay past the scheduled end of the shift, and might have delayed other flights. It also inconvenienced the passengers on the nearly full 150-seat aircraft. Police and JetBlue said the man, who worked for airport vendor Maine Aviation, has since been fired. Police said the man told



the airline that he was burning the jet fuel for heat.

November 2008. For the second time in three years, the DOT Inspector General has determined that FAA officials at DFW airport have misclassified or underreported errors, creating, at a minimum, the appearance of a cover-up. The Inspector General's office said in a statement that between November 2005 and July 2007, FAA managers intentionally misclassified 62 instances in which airplanes were allowed to fly too close together, attributing the errors



to pilots or categorizing them as non-events in an attempt to shift blame away from air traffic controllers at the airport.

The inspector general previously confirmed a similar under reporting of safety errors at the airport in 2004.

January 2007, Dallas. John Downs is sentenced to 24 months in prison for fraud and making false statements involving aircraft parts. U.S. District Judge Sidney Fitzwater also orders Downs, aged 65, to pay \$4000 in restitution. Judge Fitzwater found that Downs' decision to fraudulently backdate maintenance records was conduct that involved the conscious or reckless risk of serious bodily injury or death to aircraft pilots and passengers. In addition, Judge Fitzwater said that a key factor in his sentence was the need to send a message to others performing aircraft maintenance who might consider falsifying maintenance records. Downs

is the former owner of Millennium Propeller Systems at the Lancaster, Texas, municipal airport.



The FAA found that Millennium repeatedly performed maintenance without complying with manufacturers' maintenance manuals or its operations specifications; used parts that had no history and were not segregated as to serviceability; and that on at least three occasions, Millennium performed maintenance to propellers contrary to other regulatory requirements. Based on these findings, the FAA revoked Millennium's certification on May 5, 2005. At trial, a customer of Millennium testified that on September 12, 2005, he delivered a propeller to Downs for overhaul work. The customer said he would never have left his propeller with Downs if Downs had honestly disclosed that Millennium's repair station certificate had been revoked. On October 5, 2005, the customer picked up his overhauled propeller, at which time Downs gave the customer several maintenance records which had been fraudulently backdated to falsely show that the propeller had been overhauled prior to March 1, 2005. Fraudulent back-dating by Downs made it appear to FAA records inspectors that Downs performed this overhaul work prior to the revocation of Millennium's certification.



The answer to question 14 on the quiz is PURPLE. Aren't you glad you read the handout?



January 2009, Delaware. A former sheet-metal assembler at Boeing's Delaware County helicopter plant is sentenced to five months in prison and five months of house arrest for cutting part of a wiring harness on an Army Chinook helicopter. 33-year-old Matthew Montgomery was also ordered to pay restitution totaling more than one-hundred and ten thousand dollars for the damage caused to the \$24-million helicopter. The sabotage also resulted in a two-day shutdown of the Boeing plant. Montgomery told the judge he regretted what he'd done and blamed it on stress and anger over his work assignment. "I now know that a factory environment is not a place for me," said Montgomery.

September 23, 2008, Sydney, Australia. Australia's aviation watchdog says checking engineers' credentials would be an inefficient use of resources, following the conviction of a man who used fake documentation to dupe Qantas into giving him a job. Timothy McCormack, 27, posed as a licensed aircraft engineer for almost nine months before being discovered in July 2007. He performed 30 maintenance checks in that time, including one on a 747 jet with the registration number VHOJM, the same plane forced to make an emergency

landing in Bangkok in January, 2008, due to a power failure. McCormack admitted 42 charges at Sydney District Court. Among the documents he admitted to falsifying were forged exam results for the Civil Aviation Safety Authority's aircraft maintenance engineer license. A CASA spokesman said that although the authority is responsible for issuing licenses, it does not check them on a regular basis. "We



don't have any processes ourselves for checking engineers' licenses, but we don't need to because it's incumbent upon the employer," the spokesman said. "We issue the licenses, but licensed engineers don't operate within a vacuum, they operate in an open environment, whether it be a big company like Qantas or a small maintenance operation, and they're the ones with the knowledge of their workforce."

With regard to checking licenses, the spokesman said, "It wouldn't be a sensible use of our resources. In 10 years I've never seen anything like this." End quote. CASA was criticized in a Senate inquiry, which described its response to a recent spate of Qantas maintenance problems as "blasé."

What would YOU do?

The principles of ethics should be viewed as a filter, applying each to your decision-making, whether it be actions you are taking, or in dealing with actions you may witness in the workplace or in life.

Scenario: Leaving after your shift, as you walk to your car in the parking lot, you notice that the parked car of a fellow employee has several valuable aircraft parts in full view in the back seat.

- ✍ I would assume the parts were his and do nothing.
- ✍ I would warn the employee that he is practically asking someone to break into his car to steal the valuables.
- ✍ I would discretely ask the guy if the parts were his or if he were stealing them.
- ✍ I would notify a supervisor of what I had seen and let the supervisor handle it.

Doing nothing is an ethical lapse and relies on an assumption only. Warning the employee is good in that it lets him know that somebody knows the parts are in the car, but that doesn't answer the question of who actually owns the parts and also puts you at risk as being viewed as nosey or a busy-body. Making accusations also puts you in a bad position as you diminish your work relationship by calling a coworker a thief without adequate knowledge. Notifying a supervisor, discreetly and in private, is a good solution as it takes the burden off of you, doesn't damage your relationship with your coworker and further advances opportunities for management to investigate and resolve.

Scenario: A parts supplier is apparently confused with a purchase order and they are providing twice as many actuator repair kits than are ordered. The parts are expensive and, frankly, your shop can make good use of the spares.

- ✍ I would keep quiet and consider it a blessing to the company.
- ✍ I would check with the supplier to see why they are shipping the parts in duplicate.
- ✍ I would try selling the extra parts since they do not show up in inventory.
- ✍ I would return the extra parts to the supplier.

Keeping quiet is an ethical lapse and solves nothing. Selling the extra parts, whether you keep the money yourself or contribute it to the workplace, is wrong because the profits are ill-gotten gains. Returning the parts to the supplier outright may be wrong if, in fact, your company is only getting what the purchase order calls for. It may be that purchasing knows full well that the repair kits are customarily shipped in batches of two. The best response is to ask around. Find out internally from purchasing or your supervisor, or investigate externally by contacting someone at the suppliers shop.

Scenario: You have an AOG DC-9, an impatient airline customer with stranded passengers, and a supervisor breathing down your neck. You notice that the axle sleeve on the main landing gear is scarred and grooved, with gouges and burn marks. You want to replace the sleeve, but your supervisor orders you to smooth it with sandpaper and reinstall it. The manufacturer calls for the sleeve to have a mirror finish.

- ✍ You sand the sleeve and reinstall it, then sign the maintenance logbook for return to service, noting that the sleeve should be replaced ASAP.
- ✍ Refuse to do the quick fix, but adamantly insist that you will be happy to do the prescribed work in accordance with existing FARs.
- ✍ Do the quick fix, but ask the boss to sign for the work.
- ✍ You sand the sleeve and reinstall it, then sign the maintenance logbook for return to service.

Making an inadequate or marginal repair is not in the best interest of your company, you, your customer or passengers. Notes in logbooks do NOT put necessary repairs into the maintenance stream. Further, asking someone else to make logbook entries for work you performed put both you and the alternate signatory in a bad position. Accountability and traceability are both compromised. As difficult as it might be, you should refuse to do shoddy work. At the same time, you should diplomatically assert that you are willing to do quality work in accordance with standard industry practices. This is the best course of action.

Scenario: Anticipating overtime on a major project, your boss tells you to include 10 additional hours on your timecard. After the timecard is turned in, the project never materializes, but you are paid for the overtime.

- ☐ Do nothing. You will likely end up working the overtime at some point.
- ☒ Tell payroll and ask them to deduct the overtime hours from your next paycheck.
- ☐ Make it a point to stay late for a few days to compensate for the mistake.
- ☐ Contribute the equivalent amount to a charity.

Misreporting of hours is one of the top four common ethical violations. The money is not yours. Give it back.

Scenario: The shop where you work has a work procedure that lists different tasks than the manufacturer's manual. What should you do?

- ☐ I would rely on my shop list and ignore the steps in the manufacturing manual.
- ☐ I would rely on the manufacturers manual and ignore the steps in the shop list.
- ☒ I would do my best to make sure all steps in both sources are followed.
- ☐ I would call the manufacturing rep and ask for clarification.

While consulting with the manufacturing representative might well shed light on the discrepancies between the sources, it wouldn't relieve you from your legal responsibility to comply with FARs. And relying on one document over the other may leave out important and necessary tasks. Answer C is the best choice, and it would also be a good idea to inform management of the discrepancies between the procedure lists so that a review and possible changes can be made.

Scenario: On Monday, you made a landing gear repair and signed off on it. Tuesday morning, the plane is still in the hangar bay, and an Airworthiness Directive has just been issued concerning the exact same landing gear.

- ☐ Leave things as they are. Everything is cool.
- ☐ Disassemble the landing gear and redo the work so that it includes the AD tasks, but do not make a new entry in the log book.
- ☒ Disassemble the landing gear and redo the work so that it includes the AD tasks, and make a new entry in the log book showing that the AD was accomplished.

- ✍ Disassemble the landing gear and redo the work so that it includes the AD tasks, then add a note to the previous log book entry noting that the AD was also accomplished.

Doing nothing is clearly inadequate, but the remaining answers bring up questions of traceability and accountability. Only answer C accomplished the repairs and leaves a good paper trail.

Scenario: Your FAA inspector brings in the propeller off his boat and asks if you can spiff it up.

- ✍ You spiff it up because he could make your life hell, and so far he has not.
- ✍ You report him to the FAA (phone 1-866-TELL-FAA).
- ✍ You tell him to go to the sales department and get a price quote.
- ✍ You tell him that company policy prohibits such work (because this is the truth).

Answer A could open the floodgates to repeated requests and a tainted relationship. Reporting the PMI to the FAA is possible (the whistle-blower phone number is real), but is rather harsh and will damage the future of your relationship. Doing the work for a price exposes both your company and your PMI to perceived ethical conflicts in the eyes of the FAA and the public, and it's not likely your shop is actively seeking to make a name for itself as a boat repair shop. Answer D is the clear choice.

Scenario: A coworker returns from lunch and is obviously drunk, and is still in the process of making critical repairs on a structural strut. Would you...?

- ✍ Say and do nothing. This is none of your business.
- ✍ Talk to him and offer to help in finishing the repairs so you can keep an eye on him.
- ✍ Talk to the supervisor about the situation.

Take the monkey of responsibility off your back and let management tackle this touchy problem

Scenario: One of your coworkers is having some difficulties at home and the quality of his work is suffering. Would you...?

- ✍ Say nothing and try your best to cover for him.
- ✍ Talk to him and offer some suggestions about how he can resolve his personal dilemma.
- ✍ Talk to the supervisor about the situation.

Again, take the monkey of responsibility off your back and let management tackle this touchy problem

Scenario: Your friend and coworker asks you (proudly) what you think of his work on installing a replacement wing flap. You think it looks acceptable, but you know from

experience that he sometimes does shoddy work and often forgets to follow procedures. Would you...?

- ✍ Tell him you doubt the repair is airworthy.
- ✍ Find something positive to say. (It sure looks like a wing flap!)
- ✍ Say it looks great and ask if the boss has assigned someone to do the inspection authorization.
- ✍ Tell the supervisor.

Keep the good relationship but be vigilant in making sure the repairs are inspected by a qualified inspector. C is the best answer provided you follow-up and make sure a good inspection occurs. If you don't see a thorough inspection happen, then talk to the supervisor.

Additional Resources

An article on ethics from Aircraft Maintenance Technology (AMT) magazine, July 2008
<http://www.amtonline.com/publication/article.jsp?pubId=1&id=1251>

An article on ethics from Aircraft Maintenance Technology (AMT) magazine, July 2008
[http://www.amtonline.com/print/Aircraft-Maintenance-Technology/Ethics--Why-its-important/1\\$1714](http://www.amtonline.com/print/Aircraft-Maintenance-Technology/Ethics--Why-its-important/1$1714)

“Ethical Decision Making” from Washington University in St. Louis (Adobe Acrobat)
<http://www.restech.wustl.edu/~osa/leadership/dictionary/EthicalDecisionMaking.pdf>

“Hidden Costs of Unethical Behavior,” The Josephson Institute
http://josephsoninstitute.org/pdf/workplace-flier_0604.pdf

“Six Pillars of Character,” The Josephson Institute
<http://josephsoninstitute.org/sixpillars.html>

“Life Principles: Feeling Good By Doing Good,” author Bruce Weinstein
<http://www.theethicsguy.com/>

Crucial Knowledge
www.crucial-knowledge.info



Name: _____

Date _____

1) The name of the sailboat (yawl) appropriated by Steven Bradley Smith, the FAA field technician, was named...?

- The Liberty
- The Lovely
- The Lively
- The Litigant

2) Most fraud is uncovered by...?

- Tips
- System security processes
- Audits and controls
- Admissions of guilt

3) Ethics is the study of...?

- Right and Wrong
- Good and Bad
- Choices and Actions
- All of the above

4) The airport employee who was siphoning off fuel from an A380 to heat his home...?

- A: Was severely burned
- B: Caused a 30-minute late departure
- C: Lost his job
- Both B & C
- Both A & C
- Both A & B

5) The Code of Ethics for Aircraft Mechanics comes from PAMA, which stands for...?

- Professional Aviation Maintenance Association
- Professional Association of Mechanics in Aviation
- People Aligned for Managed Aviation
- Professional Association for Mechanical Aptitude

6) The guy who faked being a certified mechanic in Sydney, australia, worked for...?

Quantas
Sydney Airport Authority
Australian Airlines
Virgin Blue

7) Fraud usually only last for a few weeks at most.

True
False

8) Fraud affects larger companies more than small businesses.

True
False

9) The Professional Aviation Maintenance Association (PAMA) has a written code of ethics for aviation mechanics.

True
False

10) A parts supplier is apparently confused with a purchase order and they are providing twice as many actuator repair kits than are ordered. The parts are expensive and, frankly, your shop can make good use of the spares.

I would keep quiet and consider it a blessing to the company.

I would check with the supplier to see why they are shipping the parts in duplicate.

I would try selling the extra parts since they do not show up in inventory.

I would donate the parts to a charity.

11) Anticipating overtime on a major project, your boss tells you to include 10 additional hours on your timecard. After the timecard is turned in, the project never materializes, but you are paid for the overtime.

Do nothing. You will likely end up working the overtime at some point.

Tell payroll and ask them to deduct the ten hours of overtime from your next paycheck.

Make it a point to stay late for a few days to compensate for the mistake.

Contribute the equivalent amount to a charity.

12) You have an AOG DC-9, an impatient airline customer with stranded passengers, and a supervisor breathing down your neck. You notice that the axle sleeve on the main landing gear is scarred and grooved, with gouges and burn marks. You want to replace the sleeve, but your supervisor orders you to smooth it with sandpaper and reinstall it. The manufacturer calls for the sleeve to have a mirror finish.

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Disassemble the landing gear and redo the work so that it includes the AD tasks, and make a new entry in the log book showing that the AD was accomplished.

Disassemble the landing gear and redo the work so that it includes the AD tasks, then add a note to the previous log book entry noting that the AD was also accomplished.

14) Since you were smart and took some time to read the student handout, you already know that the answer to this question is...?

Orange
Red
Purple
Green

15) Your FAA inspector brings in the propeller off his boat and asks if you can spiff it up.

You spiff it up because he could make your life hell, and so far he has not.

You report him to the FAA (phone 1-866-TELL-FAA).

You tell him to go to the sales department and get a price quote.

You tell him that company policy prohibits such work (because this is the truth).

16) One of your coworkers is having some difficulties at home and the quality of his work is suffering. Would you...?

Say nothing and try your best to cover for him.

Talk to him and offer some suggestions about how he can resolve his personal dilemma.

Talk to the supervisor about the situation.

17) The Koito case study is an example of...?

Employee theft.

Organizational fraud.

Tax evasion.

Workplace bullying

18) Ethical misconduct in general is very high and has returned to pre-Enron levels."

True

False

19) A coworker returns from lunch and is obviously drunk, and is still in the process of making critical repairs on a structural strut. Would you...?

Say and do nothing. This is none of your business.

Talk to him and offer to help in finishing the repairs so you can keep an eye on him.

Talk to the supervisor about the situation.

20) Leaving after your shift, as you walk to your car in the parking lot, you notice that the parked car of a fellow employee has several valuable aircraft parts in full view in the back seat.

I would assume the parts were his and do nothing.

I would warn the employee that he is practically asking someone to break into his car to steal the valuables.

I would discretely ask the guy if the parts were his or if he were stealing them.

I would notify a supervisor of what I had seen and let the supervisor handle it.

21) Regarding ethical lapses in employees, companies face highest risk in the areas of...?
(This is from the student guide)

Internet abuse
Misreporting of hours
Lying to stakeholders
Discrimination
Safety violations
All of the above

22) When it comes to aviation, even minor ethical lapses can lead to death(s).

True
False

23) Ethics is primarily the responsibility of management.

True
False

24) In the case studies presented in the video, all of the perpetrators were probably happy with the outcomes.

True
False

25) In a recent survey, more than half of employees surveyed witnessed some type of ethical misconduct.

True
False