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Date : 11May 2016  
Type : Boeing B737-900ER  
Registration : 9M-LNK  
Operator : Malindo Airways  
Fatality : 0  
Nature : Tail strike  
Location : Kota Kinabalu International Airport, Sabah

## **SUMMARY**

The flight was from Kuala Lumpur International Airport (KUL) to Kota Kinabalu International Airport (BKI). The sector was flown by the co-pilot. During the approach phase, the auto pilot (AP) was used to fly the ILS for Rwy 02 in BKI. At 1,200ft the co-pilot disconnected the AP and manually flew the aircraft. The flare phase was normal and the touchdown was firm with a slight bounce. The pitch angle increased to 7.91° degrees and subsequently the tail section contacted the runway surface. Damage to aircraft, but no injuries reported. Aircraft declared AOG.

## **CAUSE**

It is concluded in the report that the flight crew departed KUL with the airplane that was overweight. This was due to human factors issues with the load sheet officer and the errors not trapped by the flight crew.

## **SAFETY RECOMMENDATIONS**

It is recommended that:

1. Ground operations to review Weight & Balance training man-days for the load sheet officer.
2. Ground operations to ensure quality assurance of certified load sheet officers every 6 months.
3. Load sheet officer shall alert the pilots of any changes.
4. Flight operations to emphasize during training the correct pitch altitude & N1 (power) for all phases of flight.
5. Flight operations to review the Weight & Balance training accorded to type rated crew joining Malindo Air.
6. CRM policy, procedure and practice to be strengthened, enhanced and operationalized.
7. The usage of electronic load sheet to be introduced to reduce human error.



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8. Flight operations to review the policy, procedure and practice of checking the OFP, Load Sheet and the FMC data for gross errors.
9. SSQ to enforce drug testing for all operational crew.