

From: Zenkovich, Michael J (FAA)
Sent: Tuesday, September 18, 2018 12:53 PM
To: Boutris, Charalambe B (FAA) [REDACTED]
Cc: [REDACTED]
Subject: Re: SWA Concerns and support

Hi Bobby,

First let me thank you for sharing your concerns !

I understand that there has already been engagement around the W & B issue. I'm not sure about the other areas you mentioned. As you probably know, we have been down to just one Deputy Executive Director for some time now (interviews are next week for [REDACTED] replacement). Because of that my travel schedule is a bit crazy and I am on the road the next several weeks. I don't however want my schedule to delay addressing these issues. I will be reaching out to Tim Miller and his team and asking them to engage quickly. Everyone is at Info share this week, but will be back next week. I will also stay engaged and help out anyway I can.

I want to thank you again for reaching out to me and ask that you continue to do so anytime you feel it is needed.

Mike

Michael J. Zenkovich
Deputy Executive Director
Flight Standards Service

On Sep 18, 2018, at 12:26 PM, Boutris, Charalambe B (FAA) [REDACTED] wrote:

Good afternoon Mike,

I would like a couple of minutes of your time to bring to your attention my concerns regarding recent actions of SWA. The reason I am writing to you is due to my belief that respect and integrity are earned and not given.

Please do not take this as a negative for the rest of the upper FAA management, but in my defense I never had the chance to work with them.

As I stated in my earlier e-mail to you, the current PMI ([REDACTED]) is doing a great job in supporting the inspector force, promoting safety and ensuring that SWA is in compliance with the Regulations (I have a plethora of evidence).

Unfortunately, compliance is costing SWA money, and currently have decided that is cheaper to go after the messenger (the PMI). In last week's Directors meeting SWA attacked the PMI by making false accusations that he is not in touch with the Inspectors in the office and that he did not like SWA. The VP of maintenance, in the presence of the SWA CMO manager, stated that [REDACTED] is the worst PMI in the airline industry and continued by stating that requiring 100% compliance is extreme. This approach is not something new for SWA, they are using the pre 2008 approach (shooting the messenger and cherry pick the CMO personnel).

There are too many cases to list here, but I want to assure you that the PMI along with the Airworthiness team have been working collaboratively with SWA and going above and beyond our duty in assisting them.

However, it appears that lately they decided that earnings are the most important thing and everything else stands in their way. When it comes to saving money, even though it is related to safety, they do not listen to their own employees. I had four cases where the employees came to me for help, when I looked into it their concerns they were valid safety related concerns, and SWA had to revise their manuals.

I do not want to overload this e-mail, but I am very concerned with the current situation, and due to the pending issues that SWA does not seem to have the expertise to comply with (ETOPS, W&B), I am afraid that politics may get involved and the FAA folks in DC might make the wrong decision without having all the facts. The SWA CMO especially the PMI (who has built an excellent team) need your support. Things have taken the wrong turn, and I am requesting to meet with you and provide substantiation for my concerns (it would be nice if you could come to the CMO, this way you can talk to the Team). As you know, currently, SWA is in the middle of an OIG investigation and they are still taking this position, one cannot imagine what is next.

Looking forward for your visit
Thank you for your time

Bobby Boutris
ASI/B737-700 PPM
SWA CMO