Acronyms and Lingo

Title	Description
A15	An aircraft is considered on time if it arrives within 15 minutes of the scheduled time, which is referred to as A15.
A/C or AC	Aircraft (context could also mean Air Canada)
AME	Aircraft Maintenance Engineer
AML	Aircraft Maintenance Lead
AQD	Aviation Quality Database – online incident/hazard reporting system
ASM	Available Seat Mile
ATW	Above the Wing (employees who work in airport as CSA/GSA)
BOB	Buy on Board (i.e. food, ear buds etc.)
BSA	Baggage Service Agent
BTW	Below the Wing (employees who work on the ramp as TAC)
CARE	Create a Remarkable Experience (CARE & Engagement Team)
CASM	Cost Per Available Seat Mile
CCM	Cabin Crew Member
COMAIL	Company Mail that is transported on our aircraft
COMAT	Company Material that is transported on our aircraft
CSA	Customer Service Agent
DDC	Daily Duty Coordinator
DSM	Daily Shift Manager
DRP	Dispute Resolution Process
DM	Duty Manager's
EFAP	Employee and Family Assistance Program
ER	Emergency Response or Employee Relations
ETA	Estimated Time of Arrival

Title	Description
ESPP	Employee Share Purchase Plan
ERTW	Estimated/expected Return to Work
FA	Flight Attendant (also known as CCM)
FD or D	Full Duties (Duties)
FH or H	Full Hours (Hours)
GC	Gate Controller
GR	General Reference (now known as the WIN)
GSA	Guest Service Ambassador
GSM	Guest Service Manager
GRTW	Gradual Return to Work
GDS	Global Distribution System
HOIR	Hazard Occurrence Incident Report
IATA	International Air Transport Association
IHR	Incident/Hazard Report
IROP	Irregular Operations
Jump Seat	Flight deck observer seat
KPI	Key Performance Indicators
Lean	A methodology of continuously improving processes by eliminating non-value add
Load Factor	Load factor is a measure of how full WestJet's aircraft are across our network or per aircraft
LTI	Lost time Injury
NDA	Non-Disclosure Agreement
OCC	Operations Control Centre

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Acronyms and Lingo

Title	Description
OSH	Occupational Safety and Health
OL	Operations Lead
PRC	People Relations Coordinator
PRA	People Relations Advisor
PRM	People Relations Manager
PNR	Passenger Name Record
PPE	Personal Protective Equipment
PF	People Form
PAF	Physicians Assessment Form
POET	Post-Employment Offer Test (physical abilities test)
RAIC	Restricted Area Identification Card (also known as red pass)
RASM	Revenue per Available Seat Mile
RITW	Respect In the Workplace
RTW	Return to Work
RSD	Reservation Support Desk
SME	Subject Matter Expert
SMS	Safety Management System
SPOT	Safely Performing on Time
SSR	Special Service Request
TAC	Turn-Around Crew (i.e. Ramp Agents)
TC	Transport Canada
TSA	Transportation Security Administration (U.S)
TL	Training Liaison or Team Lead

Title	Description
UM	Unaccompanied Minor
ULCC	Ultra Low cost Carrier
WEA	WestJet Employee Association
WBer	Whistleblower
WF	Workforce team
WS	IATA Code: WestJet
WR	IATA Code: Encore
WVI	WestJet Vacations
ZED	Zonal Employee Discount (this type of agreement calculates mileage to determine the fare for non-revenue, space available economy class leisure travel- i.e. flying standby on other airlines)
GX	Guest Experience
D0	Percentage of flights that depart on time or early.
CF	"Completion factor". Percentage of flights operated out of all scheduled flights (i.e. flights that were not cancelled).
HRBP	Human Resources Business Partner

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