

# HUMAN FACTORS IN MAINTENANCE TRAINING COURSE



## DESCRIPTION

Statistics show that error in maintenance operations significantly contributed aviation accidents attributable to human error. EASA regulations require all Part 145 maintenance organisations to implement a programme of Maintenance Human Factors (MHF) training for all personnel involved in aviation maintenance operations.

The aim of MHF training is to increase safety, quality and efficiency in aviation maintenance operations by reducing human error and its impact on maintenance activities.

The course syllabus fully covers the MHF training requirements for EASA Part-145 maintenance organisations. It is highly interactive, supported by practical illustrations and examples, in-service events and video analysis.

## COURSE CONTENT

- General/Introduction to human factors
  - Need to address human factors, statistics, incidents
- Safety Culture/Organisational factors
  - Human Error, Error models and theories, Types of errors in maintenance tasks, Violations, Implications of errors, Avoiding and managing errors, Human reliability
- Human performance & limitations
  - Vision, Hearing, Information-processing, Attention and Perception, Situational awareness, Memory, Claustrophobia and physical access, Motivation, Fitness/Health, Stress, workload management, Fatigue, Alcohol, medication, drugs, Physical work, Repetitive tasks/complacency
- Environment
  - Peer pressure, Stressors, Time pressure and deadlines, Workload, Shift Work, Noise and fumes, Illumination, Climate and temperature, Motion and vibration, Complex Systems, Hazards in the workplace, Lack of manpower, Distractions and interruptions
- Procedures, information, tools and practices
  - Visual Inspection, Work logging and recording, Procedure – practice /mismatch/norms, Technical documentation – access and quality, Critical maintenance tasks and error-capturing methods (independent inspection, reinspection, etc.)
- Communication
  - Shift/Task handover, Dissemination of information, Cultural differences
- Teamwork
  - Responsibility, Management, supervision and leadership Decision making
- Professionalism and integrity
  - Keeping up to date; currency, Error provoking behavior, Assertiveness
- Organisation's HF program
  - Reporting errors, Disciplinary policy, Error Investigation, Action to address problems, Feedback

## WHO SHOULD ATTEND

- All industry staff involved in maintenance, management and quality: post holders, managers, supervisors, certifying staff, technicians, trainers, auditors, support staff - planners, engineers and stores staff.
- Competent authorities' staff

## LEARNING OBJECTIVES

- Be conversant about aircraft maintenance Human Factors concepts.
- Understand key human performance issues relevant to maintenance operations.
- Understand the nature of human errors and identify strategies for reducing or controlling human errors during maintenance tasks
- Integrate Human Factors knowledge into key areas of maintenance operations.

## DURATION: 3 DAYS

The training will commence at 09.00 AM and finish at 17.00

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