

EASA Part 145 Maintenance Human Factors Initial Course

23rd - 24th October 2011 JW Marriot Hotel Dubai UAE



Organized by Invention International
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Course Overview:

Statistics show that error in maintenance operations significantly contributed to the 70-80% of aviation accidents attributable to human error. EASA regulations now address this issue and require all Part 145 maintenance organisations to implement a programme of Maintenance Human Factors (MHF) training for all personnel involved in aviation maintenance operations.

Maintenance Human Factors (MHF) training examines the importance of human factors and error management to aircraft maintenance engineering. The aim of MHF training is to increase safety, quality and efficiency by reducing human error and its impact on maintenance activities.

Two day initial programme fully covers the human factors training requirements for EASA Part 145 compliant engineering organisations. The course covers theoretical aspects of MHF training with relevant references to, and examination of human factor related maintenance incidents and accidents. The course uses video footage, case studies and investigation board reports.

Throughout the course we promote an awareness of behavioural attitudes to improve and develop communication and interpersonal relationships with all those involved in the aviation system. The training addresses the nature of your company's operations and procedures, which produce particular difficulties and unusual hazards.

Upcoming event:
**Maintenance Error Investigators
Training (MEDA).**
25th - 27th October 2011 JW Marriot Hotel Dubai UAE
request for brochure alex@invention-i.com



Your Instructor

Barry Dawson

Objective of the course:

- To enhance awareness of the human factors which could cause or exacerbate incidents which affect the safe conduct of aviation maintenance operations.
- To develop MHF skills and attitudes which could extricate an aviation maintenance operation from potential accidents and incidents whether perpetrated by technical or human factor failing.

WHO SHOULD ATTEND:

The course is suitable for all personnel who are or will be working within aviation maintenance organisations including:

- Engineers
- Maintenance Managers
- Accountable Managers
- Quality Managers

An assertive, multi-lingual and innovative training professional, a specialist in organisational and behavioural psychology, human resources, and Safety Management Systems, with particular emphasis in operational and technical aspects of commercial aviation. Possesses a Bachelors (Hons) degree in Social Sciences and a Masters' (Hons) degree in Psychology. Confident, calm and good humoured with strong management skills. Highly goal-driven by the desire to achieve significant results, displaying a positive and approachable attitude at all times. A resourceful, flexible and proactive solutions provider, motivated by a challenge while enjoying a high level of autonomy and responsibility

AREAS OF EXPERTISE:

- Safety Management Systems OHSAS18001/Quality Management Systems ISO9001
- Human Factor Training
- Crew / Team Resource Management
- Accident and Incident Investigations
- Organisational/Behavioural Psychology/Human Resources
- Root Cause Analysis

PROFESSIONAL AFFILIATIONS:

- Human Factors and Ergonomics Society – Full member.
- European Association for Aviation Psychology - Certified Aviation.
- Human Factor Specialist
- International Institute of Risk & Safety Management – Specialist Member.
- British Institution for Learning & Development – Full member



2 Days Course Outline

1 General/Introduction to human factors

- 1.1 Need to address human factors
- 1.2 Statistics
- 1.3 Incidents

2 Safety Culture/Organisational factors

3 Human Error

- 3.1 Error models and theories
- 3.2 Types of errors in maintenance tasks
- 3.3 Violations
- 3.4 Implications of errors
- 3.5 Avoiding and managing errors
- 3.6 Human reliability

4 Human performance & limitations

- 4.1 Vision
- 4.2 Hearing
- 4.3 Information-processing
- 4.4 Attention and perception
- 4.5 Situational awareness
- 4.6 Memory
- 4.7 Claustrophobia and physical access
- 4.8 Motivation
- 4.9 Fitness/Health
- 4.10 Stress
- 4.11 Workload management
- 4.12 Fatigue
- 4.13 Alcohol, medication, drugs
- 4.14 Physical work
- 4.15 Repetitive tasks/complacency

5 Environment

- 5.1 Peer pressure
- 5.2 Stressors
- 5.3 Time pressure and deadlines
- 5.4 Workload
- 5.5 Shift Work
- 5.6 Noise and fumes
- 5.7 Illumination
- 5.8 Climate and temperature
- 5.9 Motion and vibration
- 5.10 Complex systems
- 5.11 Hazards in the workplace
- 5.12 Lack of manpower
- 5.13 Distractions and interruptions

6 Procedures, information, tools and practices

- 6.1 Visual Inspection
- 6.2 Work logging and recording
- 6.3 Procedure — practice/mismatch/norms
- 6.4 Technical documentation — access and quality

7 Communication

- 7.1 Shift/Task handover
- 7.2 Dissemination of information
- 7.3 Cultural differences

8 Teamwork

- 8.1 Responsibility
- 8.2 Management, supervision and leadership
- 8.3 Decision making

9 Professionalism and integrity

- 9.1 Keeping up to date; currency
- 9.2 Error provoking behaviour
- 9.3 Assertiveness

10 Organisation's HF program

- 10.1 Reporting errors
- 10.2 Disciplinary policy
- 10.3 Error investigation
- 10.4 Action to address problems
- 10.5 Feedback

Daily Course Schedule

0830 – 0845	Registration
0900 –	Training Starts
1030 – 1045	Coffee Break
1045 –	Training Starts
1245 – 1345	Lunch Break
1400 –	Training Starts
1530 – 1545	Coffee Break
1545 –	Training Starts
1630 –	End of The Training

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- Single Booking** USD 1,795 / Per Delegate
- Group of 3 and above** USD 1,595 / Per Delegate

Registration Form

1st Delegate
Name Mr/Mrs/Ms

Position

Telephone Mobile

Email

2nd Delegate
Name Mr/Mrs/Ms

Position

Telephone Mobile

Email

3rd Delegate
Name Mr/Mrs/Ms

Position

Telephone Mobile

Email

AUTHORIZATION

(This form is invalid without a signature or company stamp)

Organization

Address

Country

Telephone Fax

Authorizing Person

Position

Signature-----Date

FOR INVOICE PURPOSE

Contact Person

Name

Position

Tel Fax

Email

Terms and Conditions:

- 1. Training Fee**
Fee is inclusive of course materials and refreshments and does not include accommodation or transportation
- 2. Payment Terms**
Once a completed registration form is received, full payment is required within 5 business days from receipt of invoice. PLEASE NOTE: payment must be received prior to the event date. A receipt will be issued once payment is received.
- 3. Confirmation Details**
Joining instructions such as Confirmation Letter, Location Map, etc will be sent to the concerned delegate (s) or contact person once a completed registration form is received.
- 4. Cancellation/Substitution/Addition of Delegate (s)**
Substitutes for registered delegates is welcome at any time, provided the organizer is notified either by official fax or email. Additional delegates are welcome subject to seat availability. All cancellations after a registration is communicated to the organizer either by fax or email will carry a 10% penalty of the regular fee. Cancellation with less than 2 weeks prior to the event date carry a 100% liability.
- 5. Invension reserves the right to cancel/omit or re-schedule the event.**
- 6. Certificate**
All participants who complete the course will receive a Certificate of Attendance, signed by the trainer. Please ensure when registering that your name is written the way you want it to appear on your Certificate.
- 7. Copyright**
All intellectual property rights in all materials produced or distributed in relation with this event is expressly reserved with INVENSION INTERNATIONAL and any unauthorized duplication, publication and distribution is prohibited.



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