

# Maintenance Error Investigators Training (MEDA)

25<sup>th</sup> - 27<sup>th</sup> October 2011 JW Marriot Hotel Dubai UAE



Organized by Invention International  
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## Course Overview:

Maintenance Error Decision Aid (MEDA) is a tool for investigating the factors that contribute to maintenance errors. The MEDA process provides thorough and consistent investigations, determining factors that lead to an event and making improvements to reduce the likelihood of future incidents.

Maintenance errors cost millions of dollars each year in rework, on-time performance and lost revenue, and have the potential to present hazards to safety. Boeing developed the MEDA process to assist maintenance organisations identify why these events occur and how to prevent them in the future. The MEDA philosophy is based on three assumptions:

1. People want to do the best job possible and do not make errors intentionally.
2. A series of factors is likely to contribute to an error.
3. Most contributory factors to an error can be managed.

The findings of a particular error investigation often have much wider significance for the occurrence of errors generally. Addressing just some of the identified factors will probably significantly reduce the likelihood of the error recurring.

MEDA involves the employees close to an error in the investigation and helps to establish how to manage the issues. Processes can be changed, procedures improved or corrected, facilities enhanced and best practices shared



Your Instructor

**Barry Dawson**

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

## Objective of the course:

Following the course, delegates will be able to:

- Identify the responsibilities of a maintenance error investigator
- Understand the process to for implementation of MEDA
- Identify the contributory factors of an event, in order to make the system resistant to similar errors
- Perform effective maintenance error investigations
- Contribute to an organisational culture of error reduction
- Use effective interview techniques
- Confidently manage challenging situations
- Comply with MEMS requirements of EASA Pt 145 & CAP562.

## WHO SHOULD ATTEND:

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

- Maintenance Managers
- Maintenance Engineers
- Quality Auditors
- Quality Personnel
- Investigators

# 3 Days Course Outline

## Day 1

### 1.Course Introductions

- Domestic Arrangements

### 2.Course Aims and Objectives

### 3.Pre-training Survey exercise

### 4.Review of Human Factors Concepts

- Case Study exercise
- Discussion of current Human Factors models

### 5.Review of Regulatory & Company documents:

- CAP 562 MEMS
- AMC 20-8 Occurrence Reporting
- CATP 1

### 6.Roles and responsibilities of an Investigator

### 7.MEDA root cause analysis methodology

- Review of pre-training survey
- Discussion of Error Management concepts
- Definitions of Errors/Violation types and Probable Causes

### 8.Review of Boeing MEDA User guide

*Lunch*

### 9.MEDA event form usage in depth

### 10.Report writing skills

### 11.Investigator skills part 1:

- Initial data gathering when notified of an event
- Interview planning & preparation
- Who and what to ask
- Practicalities of arranging interviews

### 12.Briefing for self study and initial team preparation time:

- Team 1 Interview Case Study
- Team 2 Interview Case Study

*Course Dispersal.*

## 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

## Day 2

### Recap and Review of Day 1

### 13.Investigator skills part 2:

- Cognitive Interview principles & techniques
- Question types
- Opening/conducting/closing interviews
- Giving & receiving feedback for interviews

### 14.Team preparation time

### 15.Team 1 Interview Practicals

- Debrief 1

*Lunch*

### 16.Team 2 Interview Practicals

- Debrief 2

### 17.Team preparation time

Short presentation of Report 1 to the ‘engineering team’  
Debrief

### 18.Short presentation of Report 2 to the ‘engineering team’

- Debrief

### 19.Dealing with challenging interview situations

### 20.Briefing for self study and initial team preparation time:

- Team 1 Interview Case Study
- Team 2 Interview Case Study

*Course Dispersal.*

## Day 3

### Recap and review of Day 2

### 21.Team preparation time

### 22.Team 1 Interview Practicals

- Debrief 3

### Team 2 Interview Practicals

- Debrief 4

*Lunch*

### 23.Discussions Sessions:

- Investigator Team calibration techniques
- Overview of SMS and contribution of MEMS & MEDA
- Company safety culture

### 24.Course Closure – what have you gained?

- Certificates
- Feedback forms
- Thanks to all

*Course final dispersal.*

**Maintenance Error Investigators Training (MEDA).**  
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- Single Booking**      USD 2,195 / Per Delegate
- Group of 3 and above**      USD 1,995 / 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

**FOR INVOICE PURPOSE**

Contact Person

Name

Position

Tel       Fax

Email

**AUTHORIZATION**

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

Organization

Address

Country

Telephone       Fax

Authorizing Person

Position

Signature-----Date

**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**

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