

# WELCOME

Welcome to the eleventh meeting in our continuing series of *Human Factors in Aviation Maintenance and Inspection* workshops. This meeting shall focus on human error in maintenance. We shall look at ways to detect, report, classify, mitigate, control and reduce human error. We trust that you will find the workshop to be interesting and valuable.

Our [first \*Human Factors in Maintenance and Inspection\* workshop](#), in October 1988, helped to define our research and development agenda, which has evolved now for over eight years. Participants at that first meeting, and at many meetings since, have emphasized the importance of applied research and communication of results to the aviation industry. To ensure that such research is completed and properly communicated, we have worked closely with the industry. The industry is our research partner. Our scientists, engineers, and graduate students have worked with you on day and night shifts, in shops, hangars, flight lines, training centers and board rooms. We have worked closely with the [IAM](#) and with a variety of airline management at all levels. We believe that our research program epitomizes the quality working relationship between industry and government.

So, what are the obvious results of nearly eight years of cooperative government-industry research and development?

The first result is that meeting attendance has increased by over 500%. There is definitely a growing aviation industry awareness of human factors in maintenance. A recent editorial in a popular aviation maintenance magazine was titled "Human Factors is Hot."

A second result is information dissemination. Our research team has produced over 200 reports, published over 4,000 pages in hard copy and on five CD-ROMs. We have distributed these publications widely. The new '97 CD-ROM #5 being distributed at this meeting.

A third important obvious result is [The \*Human Factors Guide for Aviation Maintenance\*](#). The *Guide* has set the standard for maintenance human factors information. The CD-ROM version of the *Guide* provides a variety of multimedia information. It is also on the Internet at <http://www.hfskyway.com>.

Fourth, and hardly last, we have conceptualized, created, and evaluated numerous advanced technology training and job-aiding systems. The Boeing 767 environmental control system tutor, the System for Training Aviation Regulation (STAR), the Ergonomics Audit software, and the Coordinating Agency for Supplier Evaluation software are only a few of the other tangible results produced by our team. The Performance Enhancement System (PENS) evolved into the [FAA](#) On-line Aviation Safety Inspection System (OASIS). That system is being fielded to all FAA inspectors.

The list of airlines, suppliers, manufacturers, schools, and other government agencies that have cooperated with us, since 1988, is impressive. The pride we have in our applied results is shared by many of you. I commit to you that we shall continue to listen to your ideas, involve you in activities, and report to you on the results and lessons learned. This meeting should reinforce that commitment. Thank you for being here.

Sincerely,

William T. Shepherd, Ph.D.  
Manager  
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