

# AGENDA

## The 11th FAA/AAM Meeting on Human Factors in Aviation Maintenance and Inspection "Human Error in Maintenance"

Wednesday and Thursday, March 12-13, 1997

*Holiday Inn On The Bay*

*San Diego, California, USA*

(Estimated Attendance: 200+)

**Tentative Agenda**    *All sessions will be classroom-style seating.*

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### ***Tuesday, March 11***

3:00-5:00 PM            **Registration**

### ***Wednesday, March 12***

7:00-7:30 AM            **Registration**

7:00 -                    **Continental Breakfast**  
8:00

**8:00-**                    **Session I**  
**8:30**                    **Opening**  
                          **Remarks**

Dr. William T. Shepherd  
Federal Aviation Administration  
Office of Aviation Medicine

8:30-                    **Keynote Address**  
9:10                    Mr. Guy Gardner

Associate Administrator for Regulation & Certification  
Federal Aviation Administration

9:10 -                    **Title: Approaches to Controlling Maintenance Error**  
10:00                    Professor James Reason  
                          University of Manchester, UK

10:00 - 10:30            **Break/ Demonstrations**

**10:30 - 11:15**

**Session II**

**Title: Maintenance Error Decision Aid: Progress Report**

Dr. William Rankin

Boeing Customer Service

11:15 - 12:00 PM

**Title: Human Error and Accident Reduction (HEAR)**

Mr. Matthew Wright

Qantas Airways Limited

12:00 - 1:30

**Lunch (Mexican Buffet)/Demonstrations**

**1:30 -**

**Session III**

**2:15**

**Title: Error Control Systems at Northwest Airlines**

Mr. David Graham

Northwest Airlines

2:15 - 3:00

**Title: Moving toward 100% Error Reporting in Maintenance**

Mr. David Marx

Aurora Safety Systems, Inc.

3:00 -

**Snack Break/ Demonstrations**

3:30

**3:30 - 4:00**

**Session IV**

**Title: The Dirty Dozen Errors in Maintenance**

Mr. Gordon Dupont

Transport Canada

4:00 - 4:30

**Title: Reducing Error through CBT Team Training**

Dr. David Kraus

Galaxy Scientific Corporation

4:30 -

**Title: MRM: It's Not CRM Repackaged**

5:00

Dr. Ron Lofaro

FAA Technical Center

5:00 - 7:00

**Reception in Exhibit Area**

**hors d'oeuvres, cash bar**

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*Thursday, March 13*

7:00-7:30 AM

**Registration**

7:00 -  
8:00

**Continental Breakfast**

**8:00 -  
9:15**

**Session V**

**Title: Maintenance Human Factors and Error Control**

Dr. Steve Predmore

Delta Air Lines

9:15 - 10:00

**Title: A Proactive Error Reduction System (PERS)**

Professor Colin Drury

State University of New York Buffalo

10:00 - 10:30

**Break/Demonstrations**

**10:30 - 11:15**

**Session VII**

**Title: Learn FARS and Reduce the Errors: A System for Training Aviation Regulations (STAR)**

Dr. Terry Chandler

Galaxy Scientific Corporation

11:15 - 12:00 PM

**Title: Reduction of Maintenance Error through Focused Interventions**

Dr. Barbara Kanki

NASA AMES Research Center

12:00 -  
1:30

**Lunch (Deli)/Demonstrations**

**1:30 -2:15**

**Session VI**

**Title: Practical Considerations of Maintenance Human Factors for Line Operations**

Dr. Gary Eiff, Dr. Denver Lopp, Mr. Mike Lapacek, Mr. Timothy Ropp

Purdue University

2:15 - 3:00

**Summary Panel Discussion**

The Honorable John Goglia, National Transportation Safety Board

Mr. Ray Goldsby, Flight  
Safety

Dr. William B. Johnson, Galaxy Scientific  
Corporation

Dr. William T. Shepherd, FAA Office of Aviation Medicine

3:00

**Meeting  
Adjourned**