

INTRODUCTION

This report presents proceedings of the fifth in a series of meetings sponsored by the Federal Aviation Administration (FAA) to address issues of human factors in aviation maintenance and inspection. Each meeting in this series has addressed a particular topic of relevance for air carrier maintenance. This two-day meeting, in June 1991, was directed to "The Work Environment in Aviation Maintenance." Industry experience has shown that a safe and supportive work environment is essential for an effective workforce.

The topic of "work environment" was addressed in the broadest sense through presentations given by some 16 individuals representing a wide range of interests in commercial aviation, air carrier maintenance, occupational safety and health, and personnel research. Subject areas of interest included the physical environment of the workplace, variables relating to specific demands imposed by maintenance labors, the evaluation of workforce productivity, and industrial safety and health concerns. The purpose throughout was to consider ways to enhance workplace safety and the effectiveness of the maintenance workforce.

"Conclusions and Recommendations" of the meeting are presented just after the ["Welcome Address"](#) and ["The FAA Human Factors Program"](#) presentations. These conclusions and recommendations are based on a panel session held at the end of the meeting plus a review of the transcripts of each presentation and the ensuing discussions.

An edited version of each presentation, taken for the most part from tape transcripts, is presented as Appendix A.