

# INTRODUCTION

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*Federal Aviation Administration  
Office of Aviation Medicine*

## WELCOME

Welcome to the tenth meeting in our continuing series of *Human Factors in Aviation Maintenance and Inspection* workshops. This meeting shall focus on maintenance performance enhancement and technician resource management. 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 seven 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 seven years of cooperative government-industry research and development?

The first result is that meeting attendance has increased by over 400%. There is definitely a growing aviation industry awareness of human factors in maintenance. The topic has been a significant item of discussion at both 1995 Safety Summits, held by the US Department of Transportation.

A second result is information dissemination. Our research team has produced over 200 reports, publishing over three thousand pages in hard copy and on four CD-ROMs. We have distributed these publications widely.

A third important obvious result is *The Human Factors Guide for Aviation Maintenance*, now available through the US Government Printing Office. The *Guide* has set the standard for maintenance human factors information. The CD-ROM version of the *Guide* extends beyond the hard copy to provide a variety of multimedia information.

Fourth, and hardly last, we have conceptualized, created, and evaluated numerous advanced technology training and job-aiding systems. The Portable Performance Support System, the Boeing 767 environmental control system tutor, 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 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,

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Manager

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