

FOREWORD

The Office of Aviation Medicine has now conducted seven workshops on Human Factors in Maintenance and Inspection. Participation began with approximately 30 participants in late 1988 to over 140 registrants at this meeting. The workshops have earned a reputation as a definitive source of reliable information about improving human performance in maintenance. The workshops have continued to provide a reasonable blend of human factors scientific principles with "real-world" maintenance practices. Thus, the meetings have served a broad range of personnel from academics to aviation maintenance technicians and their managers.

This meeting provided a progress report on the research including basic scientific studies, like hangar illumination, to practical applications, like development of a training simulation. Managers from U.S. airlines described their success stories on involving the workforce to define goals and develop processes to improve and measure maintenance productivity. The Department of Defense reported on Air Force automated performance support systems for maintenance technicians.

The meeting permitted a review of progress and helped to set priorities for future research. The Office of Aviation Medicine gratefully acknowledges the technical guidance our research team has received from FAA, DoD, other government agencies, and the aviation industry. Under such guidance and cooperation the research will continue to study and enhance human performance in aviation maintenance and inspection.

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