

Symposium Summary:

What the heck did all those
speakers say?

And what do I do on Monday?

Dr. William B. Johnson

Chief Scientific & Technical Advisor for

Human Factors in A/C Maintenance Systems

2009

symposium

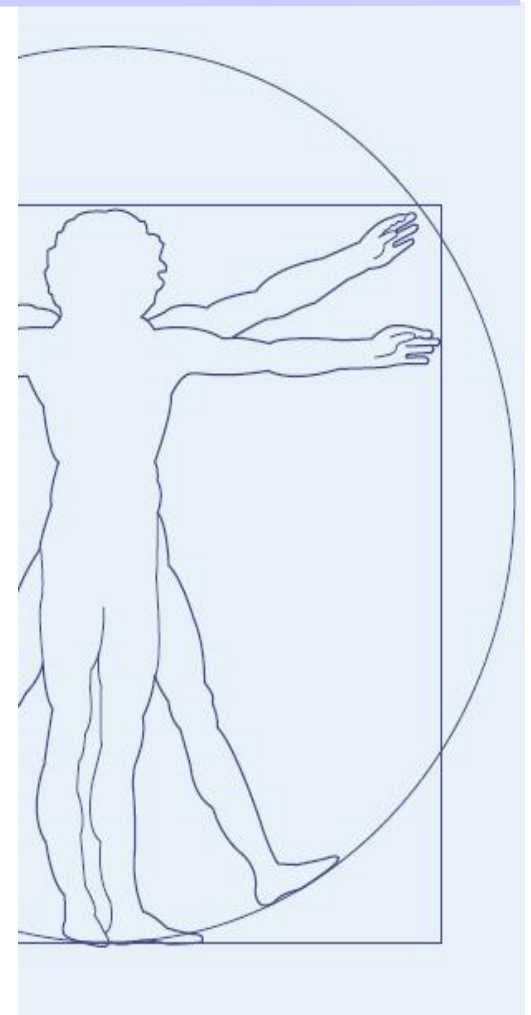


Human Factors
Maintenance and Ramp Safety

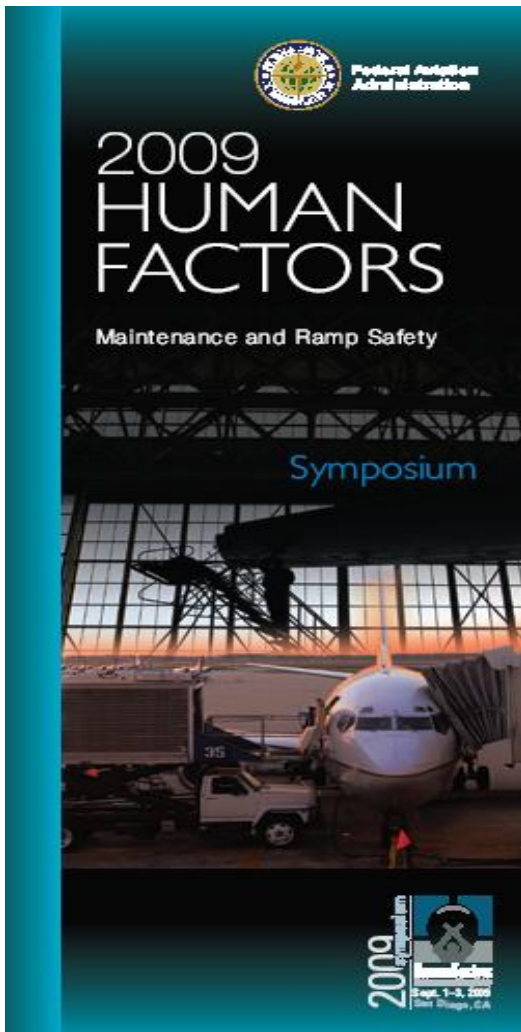
Sept 2-3, 2009
San Diego, CA

Presentation Goals Today

- Summarize the past 2 days
- Hit some key points



Symposium Summary



1. Executive Summary
2. Keynote – Hon. Zumwalt III
3. The Role of Labor
4. HF in MRO
5. Parallel (Maintenance, Ramp, Training)
6. John Nance!
7. Parallel (R&D, Data/SMS, Ramp Safety Training)
8. International Challenges
8. FAA HF Training
9. Closing (You are here) 

1. Executive Summary & 2. Keynote

Mr. Allen – FAA

- Glad to see 175 FAAers
- Acknowledged loss of ASI Charlie Farmer and injury to Larry Wells
- HF is the current avenue of safety attention, since technology
- Political climate is right for attention to maintenance fatigue
- Acknowledged that basic R&D is important but must also help provide applied results

Mr. Mont Smith – ATA

- Executives must be good corporate citizens
- Should be socially and safety conscious
- Importance of SMS
- Importance of Data

2. Keynote

The Honorable Robert Zumwalt III

- It is not just the human, you know.
- Organization and regulatory influence are often contributors
- Active and latent conditions
- Finding the human error is one Step #1
- Safety Culture Roadmap
 - Safety Emphasis at the top
 - Standardization and discipline
 - Training
 - Data Collection and QA

3. The Role of Labor

Moderator: The Honorable John J. Golia

- Emphasized the 3-legged stool and cooperation
- Also mentioned 3-legged ladder and “can do maintenance attitude”

Mr. R. Thomas Buffenbarger – IAMAW

- Used many examples of success through company-union cooperation.
- Emphasized the importance of the worker

Ms. Linda Goodrich – PASS

- ASI Challenges/job satisfaction transitioning from “inspector” to analyst.
- Sees high level of cooperation with current FAA leadership

Mr. John M. Conley TWU

- Heartfelt mention of dangers associated with ramp work and worker safety.
- All labor wants to be key SMS players

4. HF in Repair Stations

Moderator: Ms. Carol Giles

- Lead discussion of defining HF
- Performed magic with ARSA/AEA/FAA relationship management

Ms. Sarah MacLeod – ARSA

- Personal accountability
- “Follow procedures”

Mr. Ric Peri – AEA

- We must address "human performance" rather than "human factors".
- Pay attention “Why” not “What”
- Use analytic means to establish each HF program

Mr. Ricard Domingo - FAA

- FAA recognizes on-going efforts in recognizing and adopting HF best practices. (Like VRP and data analysis)
- Mentioned FAA guidance like MHFPS, Op’s Manuals, and www.hfskyway.faa.gov

5. Parallel : Maintenance, Ground Ops, Training

Maintenance: Bill Johnson, FAA, World class HF
Steve Swift, CASA, Illusions in Structural Inspection (Nil)
Mark Lopez, ATA, Maintenance Training Network

Towing Practices and Ramp Ops Investigation

Jerry McGill, Continental Airlines
Steven Sogg, The Boeing Company
Bill Lonergan, City of Chicago – ORD
Rodney Stinn, Servisair

Training: Bill Rankin, The Boeing Company
Bill Huntley, AAR Corporation
Doc Garrett, Continental Airlines
Hank Shaeffer, The Boeing Company
Chris Bisgard, Delta Air Lines
JJ Milano, Horizon Air

6. Day 2 Keynote

Mr. John Nance - Riding the Tiger

- John reinforced what many speakers have said
- Achieve the best by planning for the worst
- Teamwork/relationships are critical
- Are we as good as we can get? Probable not.
- Collegial Interactive teamwork
- Look for that lone voice that may see a safety hazard.

7. Parallel – R&D, DATA/SMS, Safety Training

AppliedR&D: Manoj Patankar, St. Louis University
Carla Hackworth, FAA Civil Aerospace Medical Center
Katrina Avers, FAA, CAMI

Data, SMS, Communication:
Rick Anderson, Empower MX
Pam Munro, The Boeing Company
Jerry Allen, Baines Simmons Americas

Sustained Operator Safety Training:
Laura Feix, SAE International
Guy Schroeder, Continental Airlines
John Ford, California Div. Occupational Safety and Health

8. International Challenges & Similarities

Moderator: **Mel Cintron – FAA-US**

William Rankin – Boeing

- Existing Regs
- International practices

Simon Roberts – Civil Aviation Authority-UK

- EASA 145 was inherited from JAA
- Why are things happening? Vs. What should we train
- Professionalism is important

Kenny SO - HKCAD

- Compliance with requirements alone may not guarantee improved safety.
- Must take a system approach

Alan Shuttleworth – Etihad Airlines

- Excellent “Wing it” presentation about Gulf Region & Etihad

9. FAA HF Training for Inspector Workforce

Mr. Rick Anglemyer

- Described FAA #-day HF Class for ASIs



10. Symposium Summary

Bill Johnson – FAA

Simon Roberts – UK CAA

Jay Hiles - FAA



Insider's Final Comments

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- **Diversity in the participants**
- **Many first time delegates – Thank you**
- **Return delegates - Thank you**
- **Personal Commitment (\$\$)**
- **Committee - Chairman**

Thank you to all

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Thank you to all

