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MHF

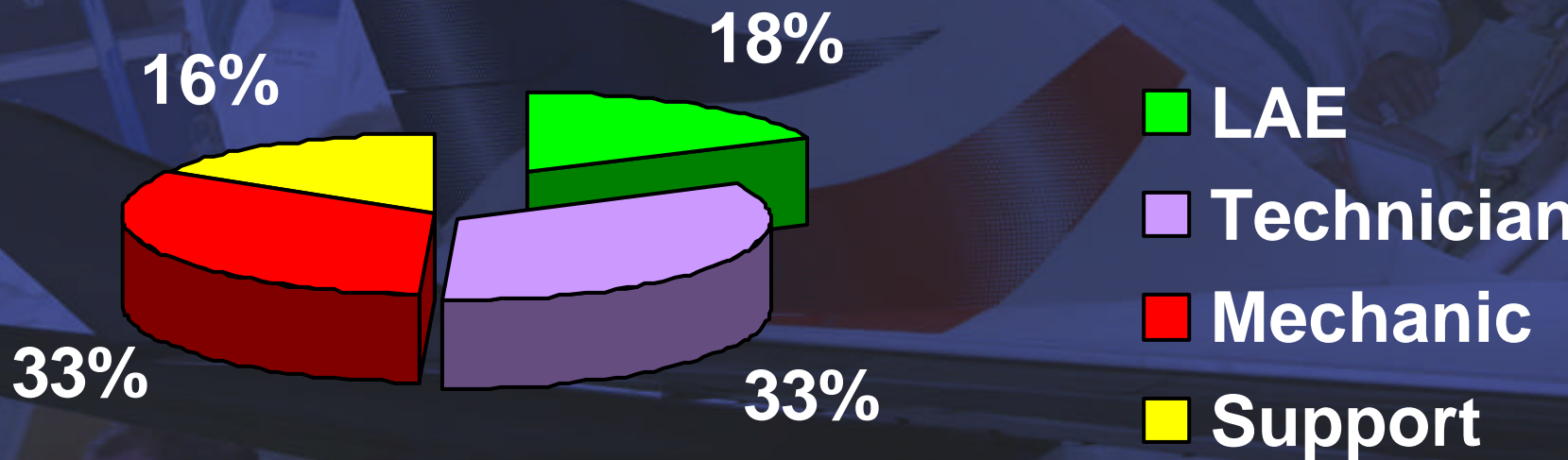
The British Airways Maintenance Cardiff approach

Session aims and objectives

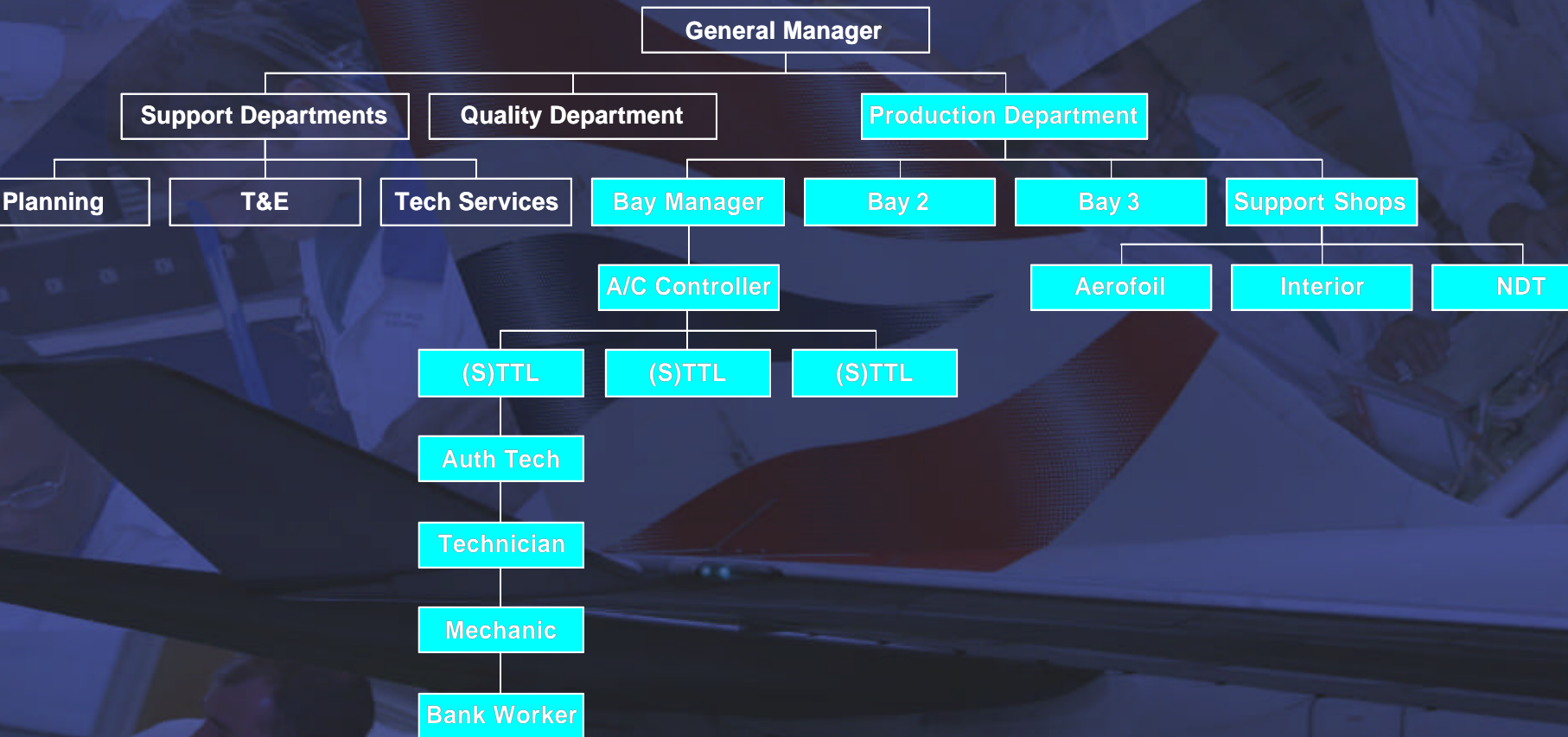
- Where we came from
- Where we are
- Where we are going

Company structure

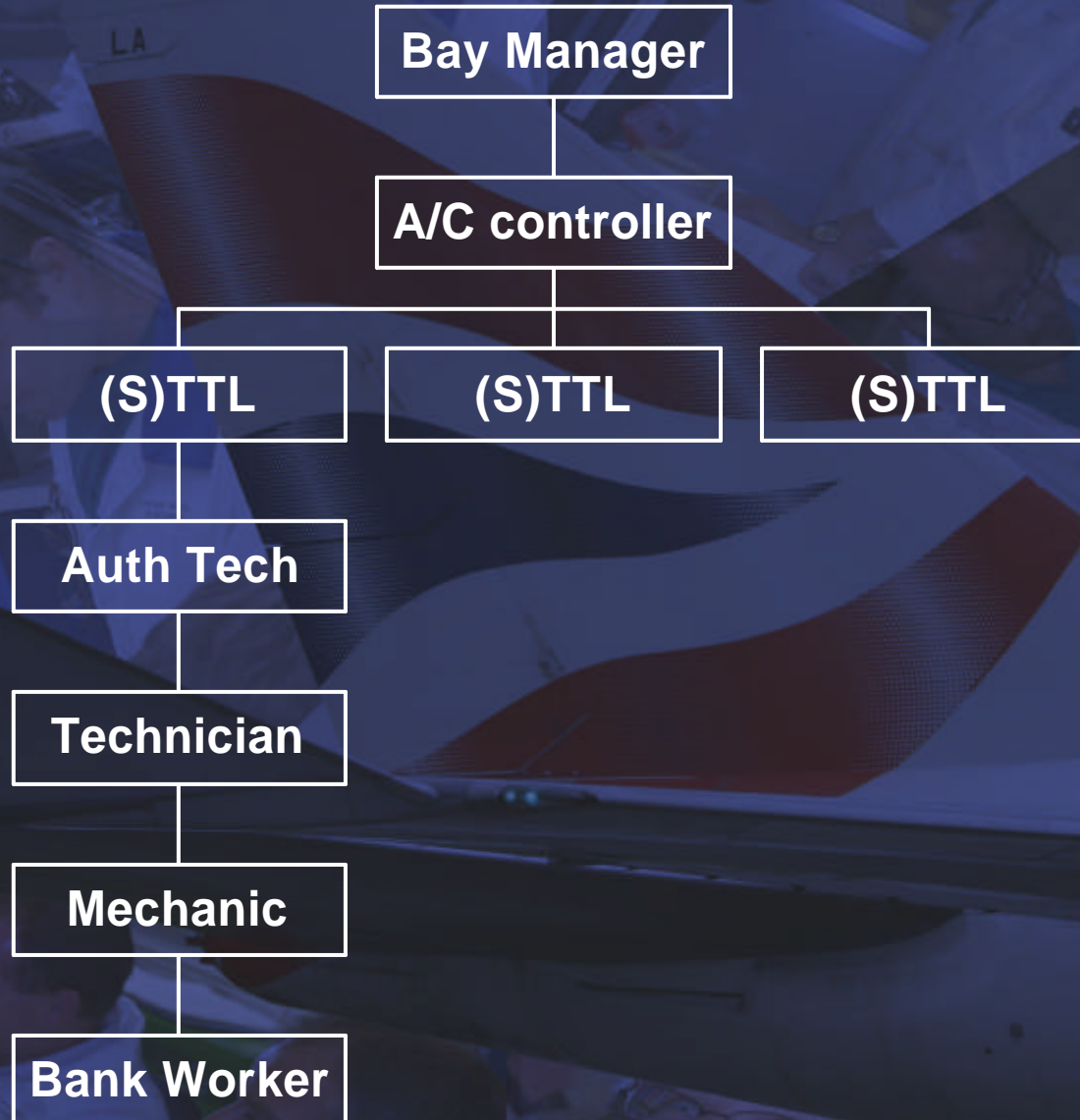
Currently employs 600+ personnel



Company structure



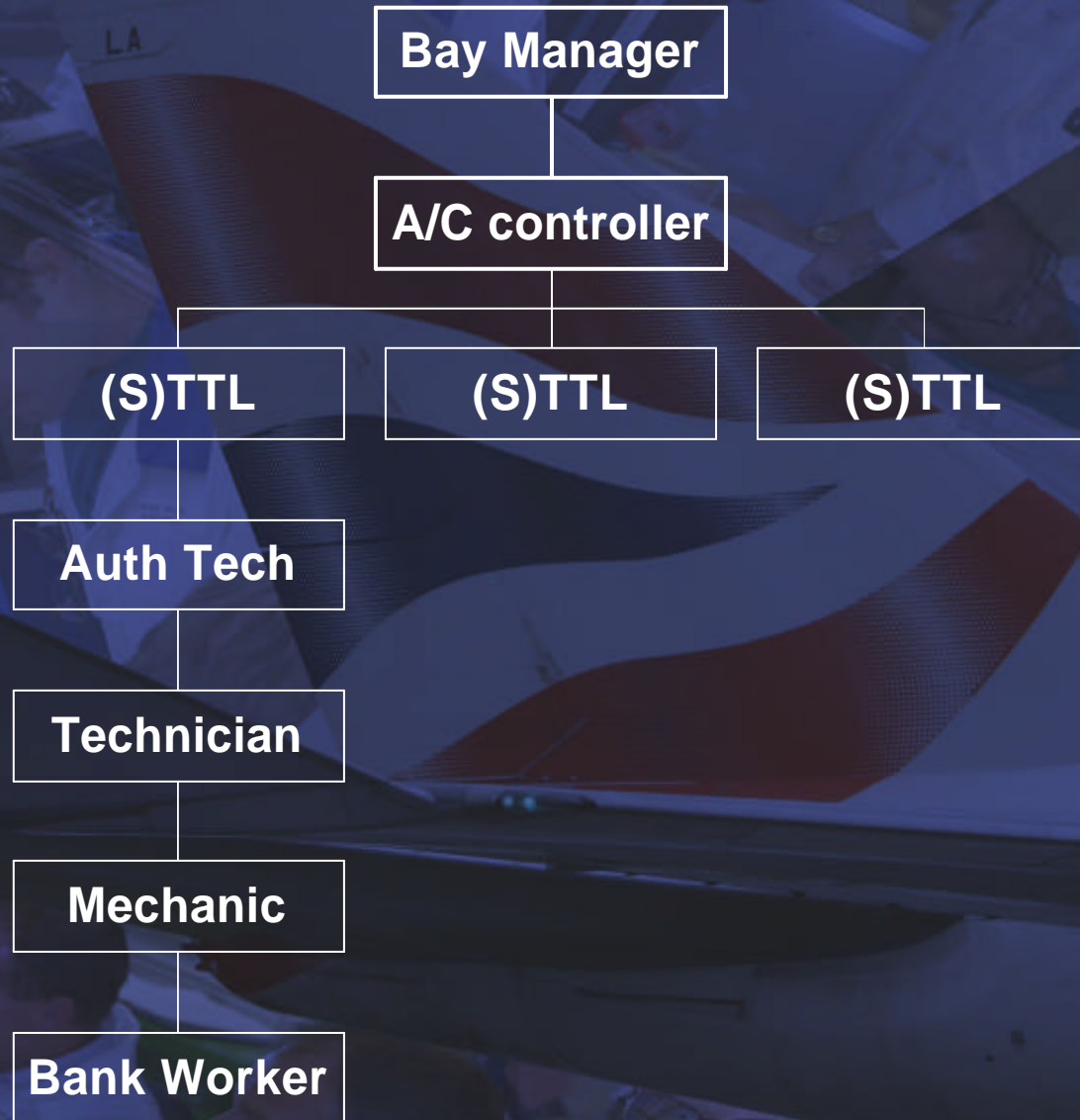
What we provide currently



What we provide currently



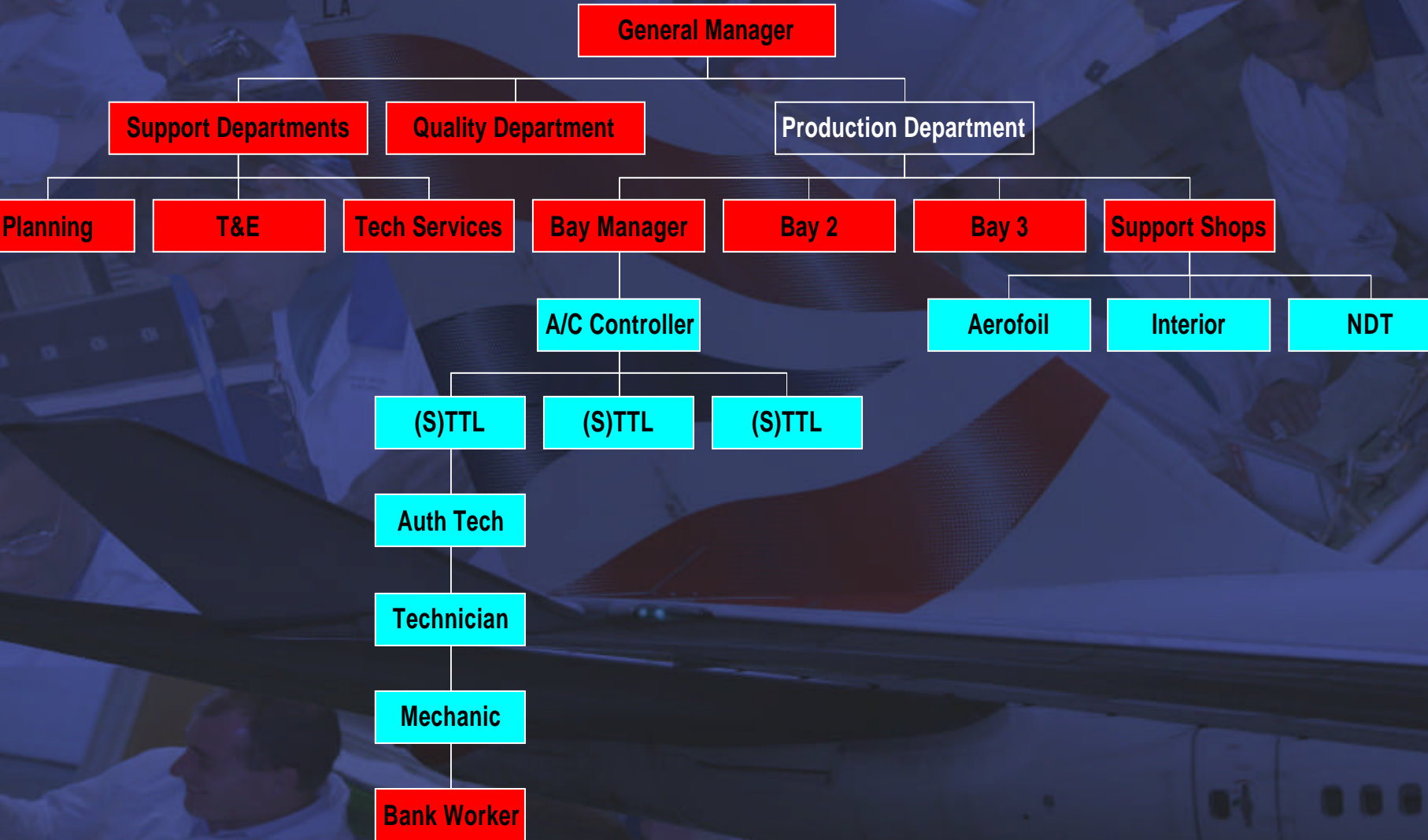
What we provide currently



What we provide currently



What we provide currently



What we provide currently

- ✓ Currently use 'Progressive Integration' in all technical training
- ✓ Provide all technical teams with MHF in some form, appropriate to grade
- ✓ Have a quality system in place to 'flag up' near time-ex personnel

Where we're going

**Two
Routes**

**Route 1
Classroom Based**

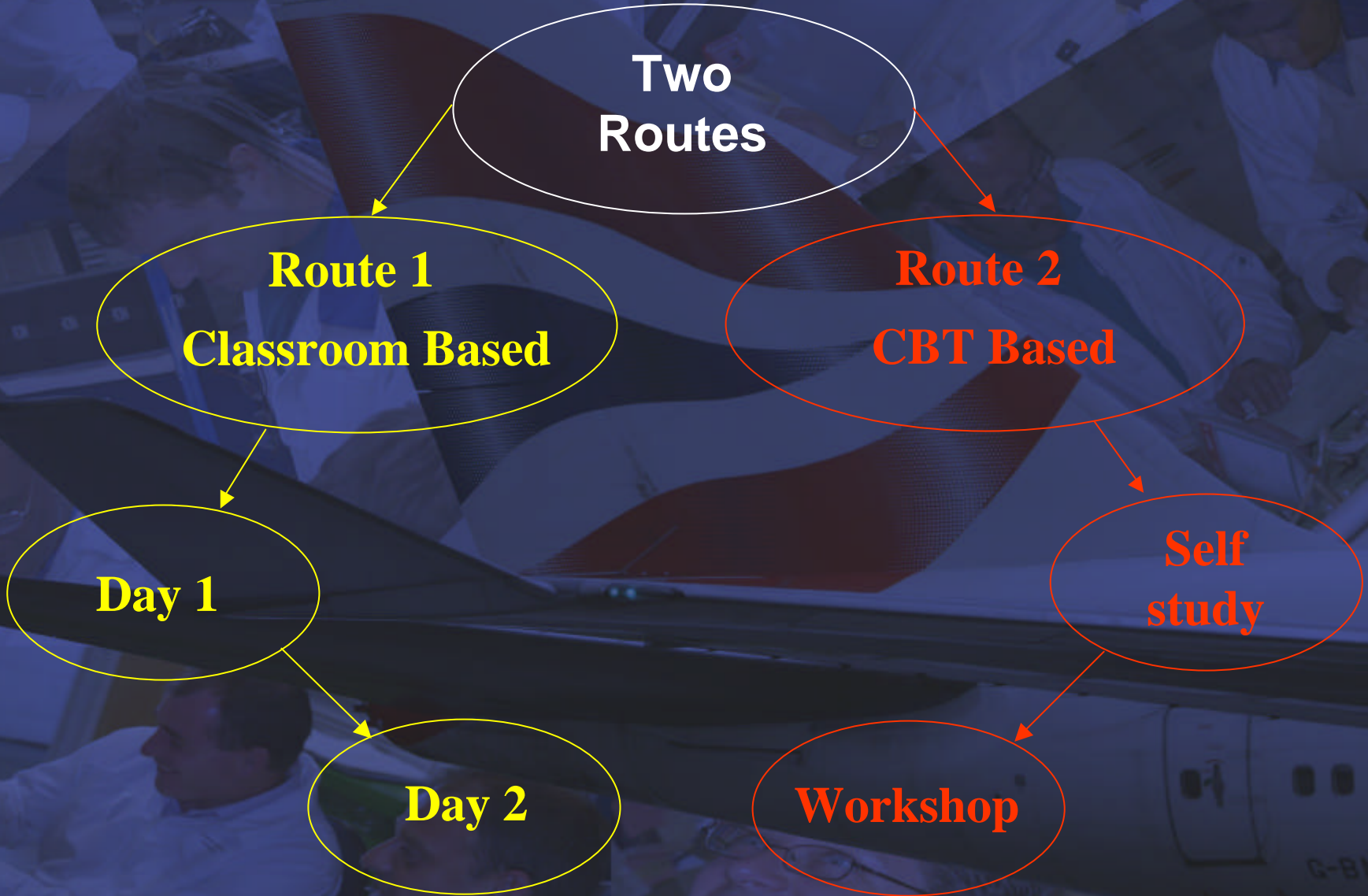
**Route 2
CBT Based**

Day 1

Day 2

**Self
study**

Workshop



Route 1

Production Technicians, Mechanics & Support staff at appropriate grade

1 Day's training, consisting of:

- Health & Safety
- Quality
- Technical updates
- Stress & Fatigue
- BAMC procedures
- Introduction to MHF

Route 1

Production LAE & Support staff at appropriate grade

Day's training, consisting of:

DAY 1

Health & Safety

Quality

Technical updates

Stress & Fatigue

BAMC procedures

Introduction to MHF

DAY 2

- Error (inc. Slips/Lapses/Violations)
- Avoiding error
- Human performance/Limitations
- Quality Discrepancy Reporting
- Communication (inc. Handovers / Team working)

Route 2

Currently designing a Computer Based Training package

- Instructor led Computer Based Learning
- Use of company IT suite
- Company members 'self study', using package as time permits
- Company member sits exam
- On successful completion, Company member invited to attend MHF workshop at appropriate grade

Pro's & Cons

Route 1

- ✓ Can start Immediately
- ✓ Generic information
- ✓ 'Specialist' readily available
- ✗ 'Specialist' resource limited
- ✗ Lost production

Route 2

- ✓ Minimal loss of production
- ✓ Specifically tailored to BAMC
- ✓ Flexibility
- ✗ Not yet available internally
- ✗ Perception

Contract Staff

- BAMC would require that all temporary workers be given MHF training, appropriate to employment grade, prior to employment at BAMC.
- BAMC would provide MHF aspects, pertinent to company procedures

In Conclusion

Looked at BAMC's current MHF Programme
Where BAMC is taking it's interpretation of MHF



This concludes the presentation
Thank you for your attention

