



Royal Aeronautical Society
Human Factors Group

The Business Case for Human Factors in Maintenance Organisations

London Gatwick Airport, CAA Aviation House,
8 December, 2000

Morning Programme

Timings are provisional and may change

09:50	Welcome and Chair, David King BSc, MBA, Ceng, FRAeS, Principal Inspector of Air Accidents (Engineering) AAIB
10:00	Mr. Carey Edwards, LMQ <i>Identifying the Issues that Prevent us Building the Safety Case</i>
10:30	Mr. Phil Hall, Monarch Aircraft Engineering Freeing up the Resources to Support a Human Factors Programme
11:00	Coffee Break
11:15	Mr. John Dunne, Air Claims The Cost of Error
11:45	Sally Brearley, RailTrack Safety and Standards Directorate Analysing the Risks and Causes
12:15	Mr. Cliff Edwards, Shell Aircraft Changing the Maintenance Culture
12:45	Lunch

Afternoon Workshop

14:00	Afternoon Workshop <i>A facilitated workshop will discuss problems identified from the floor in getting human factors programmes in place and encourage ideas from the panel and floor on how these problems might be managed</i>
16:00	Close of Proceedings

Conference Overview

The Mini conference will explore and develop the business case for introducing a Human Factors programme in maintenance organisations. It is intended to support the Line, Quality and Safety Managers faced with the task of introducing human factor programmes into their organisations and needing the support of top management to make this programme viable and effective.

The programme will cover the needs of all AOC/JAR-145 type engineering and maintenance organisations, but will be particularly relevant to medium to small companies who have yet to get there their programmes running. The mini-conference will address the problems encountered in introducing new doctrines to established companies, the problems of changing the safety culture in engineering and maintenance organisations to be more open to human factors issues. Key features will be the need to analyse the risks and measure more effectively (knowing what to manage) and the cost of not managing human error.

Note: Attendance is by pre-registration only. To register please return the attached form, with your cheque for £35, payable to the **CRM Working Group**, to:
Mrs. Tricia Jolly, Human Factors Technology Group
College of Aeronautics, Cranfield Univ. Cranfield Beds. MK43 0AL

Forthcoming HFG Conferences

February 15, 2001 *Critical Incident Reporting, Investigation and Line Feedback. Individual Responsibility and Safety Culture.*

May 22/23, 2001 *Situation Assessment and Naturalistic Decision Making: HFG Miniconference, Royal Aeronautical Society, 4 Hamilton Place, London*

Registration Form

Name: _____ Car Registration: _____
 Phone: _____ Fax: _____
 Address: _____

 Email: _____

Professional background (tick whichever apply):

Maintenance Mgr.	<input type="checkbox"/>	MRM Developer	<input type="checkbox"/>	Airline Manager	<input type="checkbox"/>
Quality Manager	<input type="checkbox"/>	Human Factors Trainer	<input type="checkbox"/>	Regulator	<input type="checkbox"/>
Maintenance Engineer	<input type="checkbox"/>	Safety Manager	<input type="checkbox"/>	Human Factors	<input type="checkbox"/>
A/C Design	<input type="checkbox"/>	Facilitator	<input type="checkbox"/>	Interested Party	<input type="checkbox"/>

Please return this form with your cheque to:

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Your registration is confirmed when we receive it. If the event is oversubscribed we will advise you immediately if we cannot offer a place - N.B. *The deadline for registration and cancellation is 7 days before the conference.* Receipts are available at the door on request - they are not available before the conference. Please make cheques payable to the **CRM Working Group**.

For further information see the HFG web site:
<http://www.raes-hfg.com>, or contact Mr. Cliff Edwards:
 Tel: +44 (0)20 8730 5212;
 Fax: +44 (0)20 8730 5234
 email: Cliff.J.Edwards@Sl.shell.com

Joining Instructions

Car:

CAA Aviation House can be reached by car or by shuttle bus service from Gatwick South Terminal. For the bus service follow signs for "Heathrow Speedlink and Local Buses" at the back of the Arrivals Hall. The stop for Metrobus200 is on the opposite side of the perimeter road. This is a free service between terminals and Aviation House. Departure times for Aviation House are at 08:07, 08:27, 08:47, 09:07 and at 20 minute intervals all day.

Train:

Those arriving by train should go to Gatwick Airport rail station and take the Metrobus (# 200) from there as described above.

