

Course Code: HF-115



# Human Factors & Error Management Program (Two Days)



# INTRODUCTION

Maintenance human factors training is part of a total system in managing human error and discouraging procedural violations in a maintenance organization.

Although basic safety principles and practices should already be incorporated within organization's safety management and quality system to ensure that work is carried out in a professional manner, accidents still occur. Evidence from accidents, incidents and studies indicates that some of the processes and training which ought to achieve this are weak or nonexistent.

## **Synopsis**

Our Human Factors & Error Management workshop program offers an in-depth approach to human factors and provides the relevant and practical training based on Cap 715 information as part of a total system in managing human errors and discouraging procedural violations in your company. The workshop training has a crucial role to play in both quality and safety management systems as required by the Workplace Safety and Health framework. It is crucial that HF is integrated at every opportunity, and not considered separately.

Our workshop will enable your managers, supervisors & technicians to examine the human element of their roles in maintenance management as part of a holistic chain of events that may cause an aviation occurrence that affects both safety and quality. Ultimately, this knowledge and awareness will enable them to ensure the airworthiness of the aircraft systems they maintain and even help them to develop ways to prevent or lessen the seriousness of any occurrence. Graduates of our workshop will be far more intuitive and aware of individual human performance limitations and how to avoid and manage errors. Our 2 days program is a more in depth recurrent training program for Human Factors and Error Management and is designed to satisfy your organisation's recurrent training needs.

## **Course Reference**

This Human Performance In Maintenance program was approved by FAA on Oct, 21, 2004 with assigned program no : ANM/1004/0001/16. The Human Factor & Error Management Program covers Human Performance In Maintenance workshop program.

## **Program and [Schedule](#)**

The program starts at 9.00 am and ends at 5.00 pm:

Morning Session	9.00am - 12.00pm
Lunch break	12.00pm - 1.00pm
Afternoon session	1.00pm - 5.00pm

## **Price**

US \$280 / pax / day



## **Class Size**

Minimum of 10 and maximum of 24 participants per course.

## **Course Materials**

Training notes and handouts will be provided by AviationLearn.



## Course Venue

The course will be conducted at: Aviationlearn Pte Ltd, 33 Ubi Ave 3 #07-24 Vertex Singapore 408868  
[click here to see map](#)

## Training Aids

- LCD Projector
- Laptop Computer
- Flip Chart
- Case Study Videos

## Course Certificate

A "Certificate of Completion" will be issued upon successful completion of the workshop training program.

## Payment Terms

Payment should be made one week before course commences.

## Lecturer / Facilitator

Mr Ng Choo Eng, Roy  
Academic Manager

Click [here](#) to view instructors' profiles

# COURSE OUTLINE

## - Part 1 Program

### Introduction To Human Factors

- Course Objectives and Expectations
- Recent Accident Updates
- The Need To Address Human Factors & Maintenance Errors
- Incidents And Accidents Attributable To Human Factors / Human Errors
- Human Information Process & Limitations



### Communication

- Within and between teams
- Work logging and recording
- Keeping up-to-date & currency
- Dissemination of information

### Error Theories & Causes

- Definition, type and violation
- Contributing / error provoking factors
- Cost of Maintenance Errors
- Error reduction / management



### Video Case Study

- "Human Factors In Aircraft Maintenance"
- Learn & Identify the chain of events
- Develop "Safety Nets" and discuss how they can be integrated into SMS



# COURSE OUTLINE

## - Part 2 Program

### Factors Affecting Performance

- Fitness and Health
- Stress: Domestic and Work Related
- Time Pressure and Deadlines
- Workload - Overload and Underload
- Sleep, Fatigue and Shift Work
- Alcohol, Medication and Drug Abuse

### Social Psychology

- The Social Environment
- Responsibility: Individual and Group
- Building Your Self-Esteem and Assertiveness Skills
- Peer Pressure
- Culture Issues
- Team Working
- Management, Supervision and Leadership
- Maintenance Resource Management (MRM)
- Implications of Errors (i.e. Accidents)
- Avoiding and Managing Errors

### Case Study

- "Flight 797 Accident"
- HFEM Test
- Wrap up



#### Ground Crew Dirty Dozen

1. Lack of Communication
2. Complacency
3. Lack of Knowledge
4. Distraction
5. Lack of Teamwork
6. Fatigue
7. Lack of Resources
8. Pressure
9. Lack of Assertiveness
10. Stress
11. Lack of Awareness



#### Norms Safety Nets

- ALWAYS** follow established procedures and not the shortcut norm
- Identify the negative norms they deduct from an established Safety Standard
- Work to eliminate negative norms
- Refuse to participate in negative norms
- Be a positive example to others



## ENROLMENT & ENQUIRY

### Enrolment

Please download and fill up the [PDF enrolment form](#), save it, then attach in email to us.

### Enquiry

For enquiry please contact :  
 Aviationlearn Pte Ltd  
 Address: 33 Ubi Ave 3 #07-24 Vertex Singapore 408868  
 Hotline: (65) 9796 3532  
 Tel: (65) 6509 6129  
 Fax: (65) 6509 6130  
 Email: [info@aviationlearn.com](mailto:info@aviationlearn.com)  
 Website: [www.aviationlearn.com](http://www.aviationlearn.com)

### Policy

The following refund policies shall apply:

Notice of Withdrawal	Percentage of Refund
Two weeks before commencement of course	100%
Within two weeks of commencement of course	50%
On or after commencement of course	Nil