

Aviation Maintenance Never Events®



Program Overview

Aviation maintenance is a technically challenging evolution that takes place in a dynamic, challenging, and often time pressured environment. The aviation industry's professionals have led the charge to develop more and better controls to ensure aviation quality and safety since its inception. The development of safety controls and management systems has drastically reduced safety incidents and losses. However, this focus on engineering and systems controls has left the aircraft technician with a mountain of rules and regulations to learn and follow, with managers focused on production, and little time to really put the true end priority into focus, the integrity of their aircraft.

Every year there are billions of dollars lost to aviation maintenance and handling errors, all of which are avoidable. Industry estimates for losses related to simple aircraft movement damage, or "ramp rash", are at \$5 billion annually. \$4 billion estimated for aircraft foreign object debris damage (FOD) annually. These costs, and those that result from other maintenance errors, are, and should be considered, very avoidable. Like surgeons know that they should never cut the wrong arm off or leave a tool behind in a patient, so too should the Aviation Maintenance Technician (AMT) see some errors as things that they should never allow. These are Aviation Maintenance Never Events®:

- Wrong Fluid
- Wrong Part
- Wrong Person
- Improper Movement
- Misplaced Tool
- Unsecured Panels

The ideology behind the Aviation Maintenance Never Events® live training program is to systematically help AMTs and their Managers form their own personal code of professional conduct. Through the identification of these maintenance errors that no technician would want to have linked to their own work, individuals begin to set personal standards. Throughout case studies of the costly, and sometimes tragic, results of incidents that have occurred in the past, are the introduction to underlying contributory factors that often lead to these incidents (human factors training). This approach will help the AMT begin to be able to identify situations in their daily work that are abnormally risky, such as a rushed job that is shorthanded with multiple interruptions, and will be given tools designed to help them respond appropriately in real time (Threat and Error Management training).

Along with the live training, participants will be given a fieldbook that will allow follow-up and more in-depth coverage of the topics addressed in the training session. The workbook includes "Opportunities for Improvements" cards related to each of the six Never Events, that challenge AMTs to identify measures that will help their organization be better protected from these unacceptable maintenance errors. This tool introduces AMTs to systems thinking and helps foster a sense of ownership of their processes. Along with the fieldbook, the live training sessions include an interactive survey that will evaluate both knowledge gained from the training, as well as AMT attitudes toward safety and organizational culture. The attitudinal survey results offer a great starting point to help managers identify organizational weaknesses with regards to overall safety culture.