INDEX TO PROCEEDINGS

Human Factors in Aviation Maintenance Symposium
Welcome Manual

Presentations
Tuesday, March 28, 2000

Symposium Opening Remarks
Mr. Art Laflamme, Director General, Civil Aviation
Transport Canada, Ottawa, Ontario, Canada

Keynote Address
Reducing Human Error Through
Safety Management Practices
Dr. James Reason, Professor of Psychology,
The University of Manchester,
Manchester, England

SESSION 1 - THE LEADING EDGE: THE ROLE OF THE REGULATOR IN THE SAFETY EQUATION

Transport Canada
Mr. Don Sherritt, Director, Aircraft Maintenance
and Manufacturing, Transport Canada,
Ottawa, Ontario, Canada

International Civil Aviation Organization
Captain Daniel Maurino, Director, Human Factors
Programs, International Civil Aviation Organisation
Montreal, Quebec, Canada

Federal Aviation Administration
Ms. Angela Elgee, Manager, Continuing
Airworthiness, The Federal Aviation Administration,
AFS 300, Washington, D.C., USA

United Kingdom Civil Aviation Authority
Mr. Jim Done, Deputy Chief Surveyor,
The United Kingdom Civil Aviation Authority,
Gatwick, England
## Presentations

**SESSION 2 - THE “NUTS AND BOLTS” OF SAFETY MANAGEMENT**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Factors Interventions and Safety Management</td>
<td>Mr. Keith Jones, Vice-President, Maintenance and Engineering, Air Nova, Halifax, Nova Scotia, Canada</td>
</tr>
<tr>
<td>Shift Management: The Role of Fatigue in Human Error</td>
<td>Dr. Drew Dawson, Director, Centre for Applied Behavioural Research, The University of South Australia, Adelaide, Australia</td>
</tr>
<tr>
<td>Safety Assessment Tools, Data Analysis and the Importance of Information Feed-back</td>
<td>Mr. William Ashworth, Vice-President, Maintenance, Quality and Engineering, BF Goodrich Aerospace, Everett, Washington, Mr. Tim Killion, Quality Liaison, BF Goodrich Aerospace, Everett, Washington</td>
</tr>
<tr>
<td>The Safety Culture of Nuclear Power Utilities</td>
<td>Mr. Edward Frederick, Corrective Action Process Supervisor, TMI Nuclear Generating Station, Middleton, Pennsylvania, USA</td>
</tr>
<tr>
<td>Corporate Discipline within a Safety Management Environment</td>
<td>Mr. Richard Desmarais, Safety Manager Technical Operations, Air Canada, Dorval, Quebec, Canada</td>
</tr>
</tbody>
</table>

**Wednesday, March 29, 2000**

**SESSION 3 - THE BENEFITS OF SAFETY MANAGEMENT**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Integration of Safety Management Principles into the Corporate Culture</td>
<td>Dr. John Lauber, Vice-President, Safety and Technical Affairs, Airbus Industrie North America</td>
</tr>
<tr>
<td>Managing Human Error within a Safety Management Environment: Successes and Failures</td>
<td>Mr. Clifford J. Edwards, Quality Safety Manager, Shell Aircraft Limited, England</td>
</tr>
<tr>
<td>Successes and Failures</td>
<td>Mr. John Goglia, National Transportation Safety Board</td>
</tr>
<tr>
<td>The Role of Communication in the Reduction of Human Error</td>
<td>Dr. James Taylor, Adjunct Professor, Human Factors School of Engineering, Santa Clara University, San Jose, California, USA</td>
</tr>
<tr>
<td>The Return on Investment of Safety Management Practices</td>
<td>Dr. Jose Blanco, Industrial Safety and Productivity Group, Laurentian University, Sudbury, Ontario, Canada</td>
</tr>
<tr>
<td>Investing in Human Factors Training: Assessing the “Bottom Line”</td>
<td>Mr. John Stelly, Director, Systems &amp; Training Technical Operations, Continental Airlines, Houston, Texas, USA</td>
</tr>
</tbody>
</table>
WORKSHOP 1:
Human Performance in Aviation Maintenance
Mr. Will Boles, Regional Aviation Safety Officer, Maintenance, Transport Canada
Mr. Gordon Dupont, System Safety Officer, Maintenance, Transport Canada

WORKSHOP 2:
Integrating Human Factors Programs into Your Management of Safety
Establishing a Human Factors Programme
Mr. David Hall, Deputy Regional Manager Heathrow, Civil Aviation Authority, UK
Mr. Chow Hock Lin, Senior Quality Engineer, Singapore Airlines Engineering Company, Singapore
Mr. Josef Salik, Human Factors Team Leader, Qantas Airways, Australia

WORKSHOP 3:
Introduction to the Tools of Safety Management: Shift Management and Fatigue
Dr. Drew Dawson, Director, Centre for Applied Behavioural Research, The University of South Australia, Adelaide, Australia

WORKSHOP 4:
Introduction to the Tools of Safety Management: Assessing Safety within your Organisation Through Error Reporting, Data Management and Data Analysis
Mr. Jim McMenemy, Human Performance Specialist, Transport Canada, Ottawa, Ontario

Mr. Jerry P. Allen, Manager, Human Factors Technical Operations, Delta Airlines, Atlanta, Georgia, USA
Commander John K. Schmidt, Medical Service Corps, United States Navy
Captain Rene Dacier, Flight Safety Officer, Air Nova

Mr. Maury Hill, Transportation Safety Board, Ottawa, Ontario, Canada
Dr. Gary Eiff, Aviation Technology Program, Purdue University, Indiana, USA

Mr. Constantin Catanu & Mr. Marc Beauregard, Pratt and Whitney Canada.