



Safety Management:
Theory to Practice

Proceeding of the 14th Annual
FAA/CAA/Transport Canada

Human Factors in Aviation Maintenance Symposium

Vancouver, British Columbia - March 28-30, 2000



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

Human Factors Interventions and Safety Management

*Mr. Keith Jones, Vice-President,
Maintenance and Engineering, Air Nova,
Halifax, Nova Scotia, Canada*

**Shift Management:
The Role of Fatigue in Human Error**

*Dr. Drew Dawson, Director, Centre for Applied
Behavioural Research, The University of
South Australia, Adelaide, Australia*

**Safety Assessment Tools, Data Analysis and
the Importance of Information Feed-back**

*Mr. William Ashworth, Vice-President,
Maintenance, Quality and Engineering,
BF Goodrich Aerospace, Everett, Washington*

*Mr. Tim Killion, Quality Liaison,
BF Goodrich Aerospace, Everett, Washington*

The Safety Culture of Nuclear Power Utilities

*Mr. Edward Frederick, Corrective Action Process
Supervisor, TMI Nuclear Generating Station,
Middleton, Pennsylvania, USA*

**Corporate Discipline within a Safety Management
Environment**

*Mr. Richard Desmarais, Safety Manager
Technical Operations, Air Canada,
Dorval, Quebec, Canada*

Wednesday, March 29, 2000

SESSION 3 - THE BENEFITS OF SAFETY MANAGEMENT

**The Integration of Safety Management
Principles into the Corporate Culture**

*Dr. John Lauber, Vice-President, Safety and
Technical Affairs, Airbus Industrie North America*

**Managing Human Error within a Safety
Management Environment: Successes and Failures**

*Mr. Clifford J. Edwards, Quality Safety Manager,
Shell Aircraft Limited, England*

Successes and Failures



*Mr. John Goglia,
National Transportation Safety Board*

**The Role of Communication in the Reduction
of Human Error**

*Dr. James Taylor, Adjunct Professor,
Human Factors School of Engineering,
Santa Clara University, San Jose, California, USA*

**The Return on Investment of Safety
Management Practices**

*Dr. Jose Blanco, Industrial Safety and
Productivity Group, Laurentian University,
Sudbury, Ontario, Canada*

**Investing in Human Factors Training:
Assessing the "Bottom Line"**

*Mr. John Stelly, Director, Systems & Training
Technical Operations, Continental Airlines,
Houston, Texas, USA*

Workshops

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.*