

## Foreword

Maintenance procedures to support world-wide air transport are being given considerable attention today. The growth of air transportation since the 1978 deregulation of the industry has caused demand for new carrier aircraft to exceed production. Under these conditions, older aircraft must remain in the operating fleet for many years, often beyond the anticipated retirement date established when these aircraft were designed. To ensure continuing highest levels of safety, maintenance of this aging carrier fleet must be rigorous. Indeed, aircraft inspection and maintenance must be effectively error-free operations.

The Federal Aviation Administration (FAA), aircraft manufacturers, and airline operators all are committed to achieving the highest standards in aircraft maintenance. However, the quality of maintenance ultimately depends directly on the performance of maintenance personnel. The FAA recognizes the need to establish a proper working environment for maintenance personnel and to understand those features of this environment which either enhance or degrade the performance of maintenance technicians.

The FAA is conducting a series of meetings to address Human Factors Issues in Aircraft Maintenance and Inspection. At the first meeting, in December 1988, "communications" was identified as an important issue underlying effectiveness and proficiency at all levels of maintenance. The meeting convened here, the second in the FAA series, addresses "information exchange and communications." All segments of the aviation maintenance community are represented through those speaking and those in attendance. The contribution of each of you to a program of continuing improvement in aviation maintenance is greatly appreciated.

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**Federal Aviation Administration**