

Chapter 2. Definitions

Anthropometry	The science that deals with the measurement of the size, weight, and proportions of the human body.
Audit	A methodical, planned review used to determine and evaluate how standards or requirements are being complied with.
Contributing Factor	A factor or cause affecting human performance, that, if altered, would have prevented or reduced the likelihood of an accident or incident.
Error	Any action by a person or people that results in an unintended aircraft discrepancy. An error may include, but is not limited to, noncompliance with a maintenance program, a civil aviation authority regulation, or a company procedure.
Error chain	A sequence of contributing factors resulting in an error.
Error management system	A system or process to collect, analyze, track, trend, and organize information regarding human errors or mishaps.
Environment	The conditions in which the human, machine, and software "system" must function. It can also mean all of the conditions and elements, which make up the surroundings of an individual.
Ergonomics	The applied science having the objective of adapting work or working conditions to enhance performance of the worker.
Ergonomic Audit	A methodical audit/investigation of the workplace, organization and task that is likely to improve human performance and reduce errors.
Feedback System	The means whereby job performers receive information regarding the quality, effectiveness and timeliness of their work
Human Factors	A field of science and application that studies man's performance in an operational system; incorporating methods and principles of behavioral and social sciences, engineering, ergonomics, and physiology; including the identification and study of variables that influence individual and team performance.
Maintenance Resource Management (MRM)	An interactive process focused upon improving the opportunity for the maintenance technician to perform work more safely and effectively. The term "MRM" is often used to refer to formal training, which supports these objectives.
Metrics	A standard of measurement.
Operational Audit	Maintenance procedure checks designed to evaluate the performance of small or large maintenance tasks or processes.

Needs Analysis	Determination of what is required to perform the job and identification of the skills, knowledge, and attitudes are necessary for successful job completion.
Norms.	The way work is normally performed in a maintenance organization, irrespective of formal procedures, and generally accepted by the majority
Performance Analysis	The process that defines the differences between what is expected in a task and what is actually being done.
Prevention Strategy	A measure designed to reduce, eliminate, or control occurrence of accident or incident event.
Self Disclosure	The process by which a certificate holder and/or individual may reveal possible violation of the Federal Aviation Regulations to the FAA with intent to prevent further occurrence of the violation, and with limited amnesty from enforcement action.