

INTRODUCTION

The Federal Aviation Administration sponsored a two-day meeting in October 1988 to address issues of human factors and personnel performance in aviation maintenance and inspection. Presentations were given by some 13 individuals representing the full spectrum of interests in commercial aviation. Presentations also were given by three human factors technology. Each presentation, as well as the following question-and-answer period, was recorded for transcription and study.

The objective of the meeting was to identify human factors issues of importance, particularly as such issues might contribute to inspection or maintenance error. The desired outcome was to be (1) an improved understanding of personnel performance in aviation maintenance and (2) recommendation, as appropriate, to the FAA concerning needed research efforts and/or possible new or revised regulatory actions.

The following section presents recommendations developed through a synthesis of comments and suggestions made by attendees both in their formal presentations and during subsequent discussions. The recommendations have been reviewed for intent and for accuracy by each of the presenters. Following the recommendation, an edited version of each presentation is included as Appendix A.