

INTRODUCTION

The 12th Human Factors in Aircraft Maintenance Conference was the first of this long-running series to be held in Europe. Some 300 personnel from 140 companies and organizations in 24 countries attended during the 4 days of the meeting and heard 21 papers presented by speakers from Europe and North America.

But the statistics only tell part of the story. With meetings of this nature, much of the value is gained through the discussions which take place outside the main conference, in bars and quiet corners. Unfortunately, we cannot reflect these discussions in this document. What we have tried to do is ensure that the papers presented are reproduced here to act as a reminder for those who were present, an opportunity to learn for those who were not, and a reference work for all.

On a personal note, the [CAA](#) organizing staff would like to thank everyone who participated in the conference, whether as speakers, session chairs or delegates, for their help and co-operation during the event.

This was the first of the series to be held in Europe, but we hope it will not be the last. The topic will remain, in one form or other, a subject of importance and a major factor in the continuing battle to raise the standards of safety for air travelers everywhere. The opportunity for professionals to meet and confront their common problems, exchange ideas and then return to their workplace better equipped to implement the solutions is of enormous value. We hope that this conference contributed to the process.

Fiona Belton
Conference Organizer