

Introduction

The Federal Aviation Administration (FAA) sponsored a two-day meeting in December 1989 to address issues of human factors and personnel performance in aviation maintenance and inspection. At this meeting, particular attention was given to "information exchange and communications" in maintenance operations. Presentations were given by some 15 individuals representing the full spectrum of interests in commercial aviation. Presentations also covered related efforts from other fields and new technologies having possible application to aviation maintenance. Each presentation, as well as the following question-and-answer period, was recorded for transcription and study.

The broad objectives of the meeting were to (1) develop an improved understanding of the role of communications in aviation maintenance, (2) identify specific problems of communication, and (3) review new procedures and technologies which might improve the exchange of maintenance information. An elaboration of the objectives of the Federal Aviation Administration in sponsoring a meeting such as this is described in the two presentations immediately following.

"Conclusions and Recommendations" of the meeting are presented just after the [FAA Meeting Welcome](#) and [Meeting Objectives](#). These [Conclusions and Recommendations](#) are based on a "summing up" session held at the end of the meeting plus a careful review of the transcripts of each presentation. Recommendations have been reviewed for intent and for accuracy by each of the presenters.

An edited version of each presentation, taken for the most part from the tape transcripts, is presented as Appendix A.