

# INTRODUCTION

The Federal Aviation Administration (FAA) sponsored a two-day meeting in December 1990 to address issues of human factors and personnel performance in aviation maintenance and inspection. At this meeting, particular attention was given to issues concerning "The Aviation Maintenance Technician." Presentations were given by some 16 individuals representing the full spectrum of interests in commercial aviation, air carrier maintenance, recruiting and training, and personnel administration and management specialties. 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) understand the changing dynamics of the national labor force in terms of impact on technician availability; (2) review factors that affect current recruiting and retention statistics; (3) describe initiatives for working with local educational systems; and (4) discuss procedures to enhance technician productivity and improve workforce stability. An elaboration of the objectives of the Federal Aviation Administration in sponsoring a meeting such as this is described in presentations immediately following.

"Conclusions and Recommendations" of the meeting are presented just after the ["Meeting Welcome"](#) and ["Meeting Objectives"](#) presentations. These conclusions and recommendations are based on a panel session held at the end of the meeting plus a review of the transcripts of each presentation and the ensuing discussions.

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