


Aviation Safety Campaign: Threat and Error Management
Nairobi
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"The need for excellence – sometimes good is not good enough"



Causal factors:-

- (i) A safety critical task, not identified as a "Vital Point", was undertaken by one individual who also carried total responsibility for the quality achieved and the installation was not tested until the aircraft was airborne on a passenger carrying flight.
- (ii) The Shift Maintenance Manager's potential to achieve quality in the windscreen fitting process was eroded by his inadequate care, poor trade practices, failure to adhere to company standards and use of unsuitable equipment, which were judged symptomatic of a longer term failure by him to observe the prescribed procedures.



Kefalonia



A320



What is "Human Factors"



What is "Human Factors"
?

CULTURE

Performance

CRM

MCC

ERGONOMICS

MAN MACHINE INTERFACE

DISORIENTATION


FATIGUE

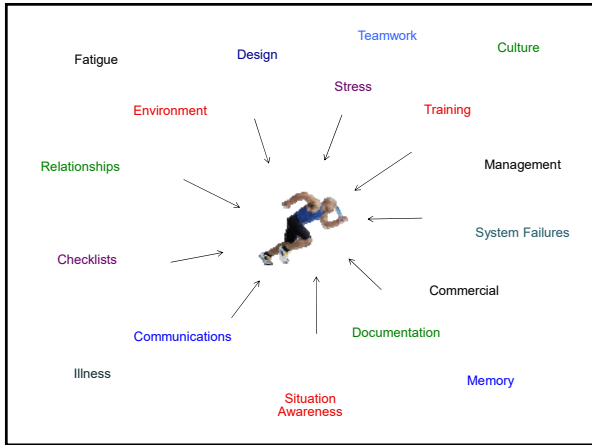
Behaviour

The LMQ Human Factors Model

Human Factors Are:


Anything that affects a person's performance

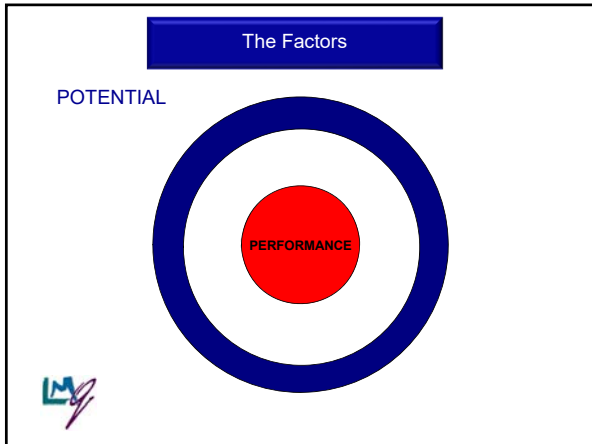


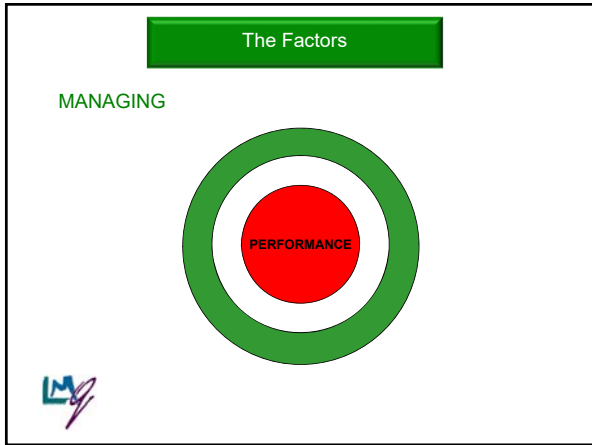


The Factors

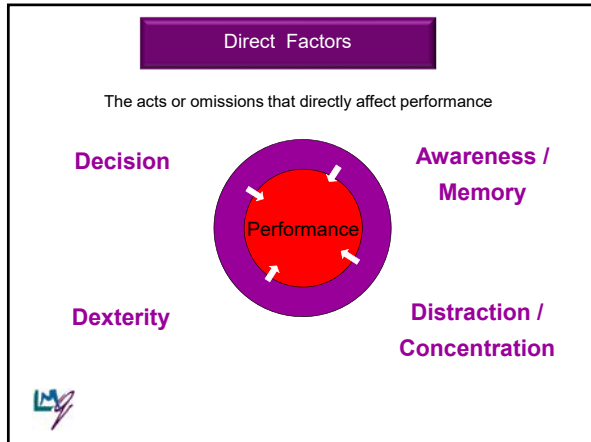
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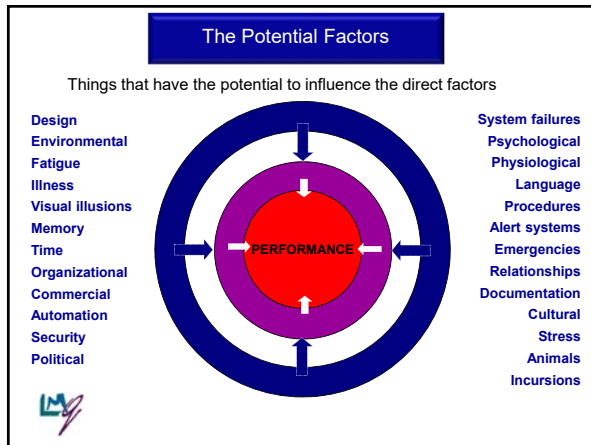


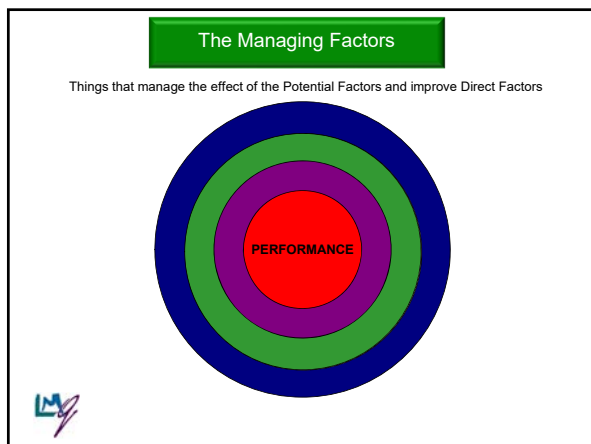


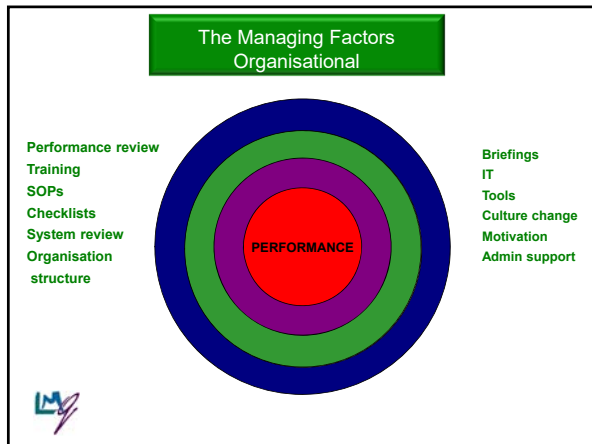


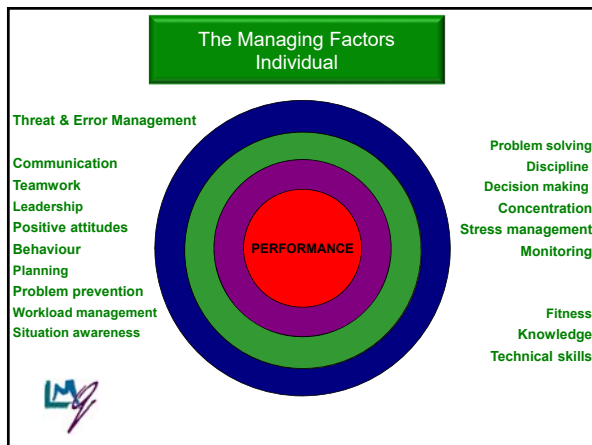


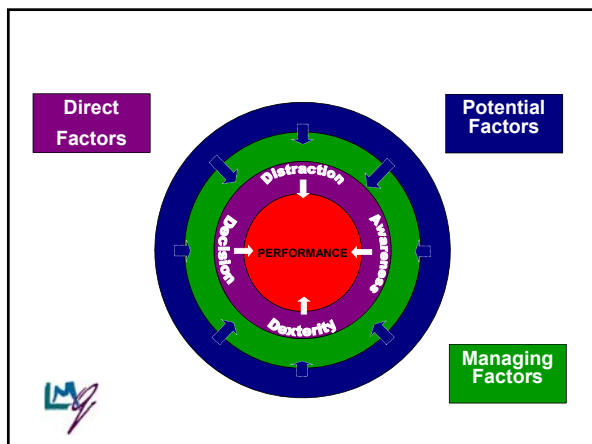












Threat and Error

- Avoid the Threat
 - If not
- Trap the Error
 - If not
- Mitigate the Error
 - If not
- Undesirable State
 - *It's up to you!*