

MAYDAY

FACILITATOR Training - Tips

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HUMAN FACTORS Training for Maintenance



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Training Solutions®

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**COPENHAGEN
GAME LAB**

SAFETY SURVEY

- How often do you think such a questionnaire should be given?
- What are the differences (advantages/disadvantages) between using such a questionnaire and using a voluntary reporting system” / “Improvement suggestion box”, which may already be in use today?
- Who should evaluate the feedback from the survey?
- Have you considered a need for transparency in the system (how do you know, if company management actually uses the inputs for anything)?
- How could implemented initiatives resulting from the survey, be communicated to the employees?

TOOLBOX MEETINGS

- Where do you see these meetings carried out practically (in the break-room, in the technical library, on the production floor, in the supervisor's office)?
- Who should take the initiative to these meetings (any person, any maintenance team, the supervisor or should it be held at fixed intervals)?
- The meetings should be informal – How do you interpret that (should there be minutes, should the discussed topics be recorded, should a list of attending staff be recorded or should no records at all be kept)?

TECHNICAL TRAINING

- What kind of training do you consider giving (such as trouble-shooting, use of documentation systems, aircraft systems understanding, procedures from MOE/Exposition Manual)?
- Where should this training be conducted (such as classroom, on-line, on-site on the production floor)?
- Who should give the training (such as supervisors, lead technician, tech-reps on-site, approved training facility)?
- When should this training be given (at regular intervals, as decided by staff, as decided by management)?
- Who do you want to give this training to (all staff, only certifying staff, should stores and admin staff be included and what about managers)?

MINIMUM STOCK LIST

- How often would you expect such a list to be reevaluated?
- How deeply would you like to be involved in the underlying decisions (such as just giving inputs to the list or being involved in the cost/benefit evaluation for candidates on the list?)
- Parts on stock costs money, so what should qualify a part to be put on the minimum stock list (such as the numbers of disruptions, the cost of the delays/cancellations experienced, the time used sourcing the part, price of the part)?

PLANNING

- How could this overview be presented or made available?
- Should it be information only or are inputs allowed?
- What should be shown in the overview (large maintenance task only, all tasks, or how is it done)?
- What about changes in the planning, how are they implemented in the overview (should it be a dynamic overview, which is updated automatically or how should it be)?
- Who makes the overview, and who presents it?

TEAM MEETINGS

- Define some KEY BEHAVIOURS appropriate for a maintenance environment.
- Name causes of distractions in your daily work.
- How could you follow up on these safety issues?
- Should these meetings be formal meetings with a set agenda or just brainstorming meetings?
- Should recent identified issues from e.g., audits, reports, etc. also be incorporated here?

WEBPAGE

- Who should maintain and update the webpage?
- How often should the webpage be updated?
- What information should be on the webpage?
- Who decides what is on the webpage?
- Should there be a chat-forum on this platform?

TECHNICAL PUBLICATIONS

- How could the technical publications be made more accessible?
- Where should the publications be stored?
- Who makes sure that the available manuals are the latest revision?
- How is the Technical Publication Library maintained or updated?
- Who maintain and update the Technical Publication Library?

Have Fun, but remember SAFETY is NOT a GAME!

Do you want to know more, go to our website.
Please do not hesitate to write or call:



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