

## Maintenance Mastery (MxM) and the Aviation Maintenance Never Events (AMNE)



Performance Vector acknowledges that a great majority of aviation accidents can be attributed to human error. This proactive course, utilized by major Airlines, MROs, and flight operations, provides specific knowledge and tools to mitigate errors in your operation before they cause minor or major losses. It's fully web-based – with a live broadcast, recording, and handout – allowing you to train at your own convenience. **Challenge yourself and your team** to be continuously engaged in your safety system.

**Performance Vector Webinars.** Invite your entire maintenance department to participate in this proactive training course that targets the ***six most costly errors*** in aviation maintenance, ***plus lessons on the Blue Threat and Normalization of Deviance***. From the comfort of your location, learn the latest knowledge, case studies, tools, and techniques provided by industry-leading experts from Convergent Performance. The newly updated 8-session series includes:

Webinar	Description	Live Air Date
<b>A New View on Never Events</b>	Learn how and why certain events in aviation maintenance truly should <i>never</i> happen, and identify key underlying industry conditions that result in these costly errors.	March 28 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>The Big One: Improper Movement</b>	Identify how <i>improper movement</i> events occur and the psychology of the normalization of deviance.	April 18 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>The Critical Role of Safety</b>	Learn that there are unspoken responsibilities of the certificated aircraft technician and their critical role in the safety of the industry. Address <i>wrong fluid</i> incidents.	May 9 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>Professionalism and Ethics in Maintenance</b>	Address the prevalence of <i>wrong part</i> errors and the <i>wrong person</i> epidemic. Introduce/investigate the criticality of professionalism and ethics in aviation maintenance.	May 30 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>Last Minute Killers</b>	Investigate the gravity and causes of <i>lost tool</i> and <i>unsecured panel</i> incidents. Develop countermeasures that work for your organization.	June 20 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>Always Say Never</b>	Review of the lessons of the <i>Never Events</i> and strategies learned along with immediately actionable opportunities for improvement.	July 11 <sup>th</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST

<b>Identify, Predict, and Prevent</b>	Learn to identify the Blue Threat (think Human Error), predict when they will appear, and prevent them from causing an incident.	Aug 1 <sup>st</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST
<b>The Wrong Way on a One Way Street</b>	One of the biggest threats to maintenance operations is the Normalization of Deviance. Learn why integrity is critical and how individual excellence will protect you from future mishaps.	Aug 22 <sup>nd</sup> 2017 9:00am MST 11:00am EST 10:00am CST 8:00am PST

For more information or to sign up, please email Paul Ratte, USAIG’s Aviation Safety Programs Director, at—[safety@usaig.com](mailto:safety@usaig.com)—or call 212.859.3856

## THE CONVERGENT PERFORMANCE AVIATION MAINTENANCE NEVER EVENTS® WEBINAR SERIES

### Program Overview: Quality – Convenience – Cost Savings

The *Aviation Maintenance Never Events*® (AMNE) webinar series provides training and organizational controls for events that should *never*, but all too frequently continue to occur in maintenance, at the price of billions in direct costs, indirect costs, and brand reputation every year. This revolutionary new webinar series provides control systems and personal improvement resources for maintenance professionals to eliminate the six most costly and avoidable aviation maintenance errors.

### Why participate in the *Aviation Maintenance Never Events*® Webinar Series?

There are six hotspots in aviation maintenance and ground handling currently costing the aviation industry tens of billions of dollars per year. After exhaustive research into the underlying causes of these errors, the AMNE program was developed to directly target these high-risk, high-cost scenarios. In addition, learning to identify and eliminate Blue Threats and Normalization of Deviance will allow your team to completely master the Never Events.

According to multiple analyses, the annual cost of FOD and ground movement damage alone is as much as \$15-16 billion.<sup>1,2</sup> Add in wrong part/installation errors, the cost of underqualified maintenance, aircraft downtime, insurance rates, and brand reputation, and it is safe to estimate a total price tag for these six common events to our industry of well over \$25 billion.

### Benefits of participation in the *Aviation Maintenance Never Events*® Webinar Series:

An *Aviation Maintenance Never Events*® certification will be awarded to all team members who complete performance coursework and pass the exam. This course is also **approved as an FAA IA Refresher training course # C-IND-IM-140923-K-006-001**. Participants will receive credit for four hours of IA Refresher training in Human Factors, and the course meets FAA standards for Human Factors recurrent training.

**Is your maintenance team ready to take the pledge to eliminate *Aviation Maintenance Never Events*® on their aircraft and hangar floor? [If so, enroll today!](#)**

<sup>1</sup> 2003, “The Operators’ Manual for Human Factors in Aviation Maintenance,” Federal Aviation Administration.

<sup>2</sup> 2008, “The economic cost of FOD to airlines”, McCreary (Insight SRI White Paper)