

# News Release

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## **Convergent Performance and USAIG Announce Collaborative Success and New ‘Never Events’ Maintenance Technician Program™**

**New York, NY (Oct. 22, 2014)**...Convergent Performance and USAIG proudly announced the success of their collaboration in the USAIG Performance Vector program with a new program specifically for aviation maintenance professionals. Since the program’s inception in 2011, Performance Vector has welcomed over 200 students from 52 flight departments to Convergent’s on-line courses and 110 flight departments have enrolled groups into their webinar series.

USAIG, a global leader in aviation insurance underwriting, developed the Performance Vector program to deliver complimentary, safety-enhancing training and support to USAIG-insured turbine operators. Convergent Performance’s webinars and e-Learning programs enable USAIG policyholders to choose either group or individual formats for training accomplished at their own convenience, regardless of location, anywhere around the globe. The Contemporary Human Factors and Mind Body Link webinar series, as well as Pilot and Maintenance Reliability online courses, were designed by award-winning author Dr. Tony Kern and his group of human factors experts. These programs provide any professional or organization a high impact shot in the arm through greater levels of personal responsibility, optimized team execution, and reliable mission accomplishment.

“The new ‘Never Events’ Webinar Series for Maintenance Technicians is focused on six of the most costly and avoidable events in aviation maintenance; Wrong Part, Wrong Person, Wrong Fluid, Improper Movement, Lost Tool, and Unsecured Panels,” said Dr. Tony Kern, CEO of Convergent Performance. “It is designed to improve awareness and empower maintenance techs to see and avoid these preventable events with a deep understanding of the human factors that cause them.”

“Convergent Performance’s programs recognize the unique scheduling demands of business aviation” said David L. McKay, USAIG President and CEO. “They are designed to deliver training flexibly and be accessible while on the road or in the office, 24/7. We are thrilled at our policyholders’ enthusiastic response to Convergent Performance’s courses and webinars, and that our Performance Vector initiative

enables this world-class human factors and error reduction training to reach so many people across the business aviation industry.”

Performance Vector-eligible USAIG policyholders can enroll in the new ‘Never Events’ Webinar Series for Maintenance Technicians now. The first round of the series will kick off in January 2015.

Performance Vector programs meet aviation regulatory requirements, accreditation protocols and industry standards such as FAA, IS-BAO, NBAA’s Certified Aviation Manager program, and ICAO. Eligibility to enroll in an additional Performance Vector option refreshes upon each policy renewal.

For additional information about the USAIG Performance Vector program, check the Safety tab at [usaig.com](http://usaig.com) or contact Paul S. Ratté, USAIG Director of Aviation Safety Programs at: [safety@usaig.com](mailto:safety@usaig.com).

### **Learn More at the NBAA Convention**

Visit USAIG at the NBAA convention in Orlando from October 21 through 23, booth #3331. Meet USAIG’s team of aviation insurance and safety experts, and take part in discussions about Performance Vector and USAIG’s other safety initiatives.

USAIG Booth 3331  
Orange County Convention Center

### **About USAIG**

United States Aircraft Insurance Group (USAIG) provides a full spectrum of coverage options for owners, operators, manufacturers and maintainers of corporate, private and commercial aircraft. In 1928, our founders – World War I pilots and businessmen David Beebe and Reed Chambers – saw the need for an insurance company that truly understood aviation. We remain a world aviation insurance leader delivering innovative, custom-tailored insurance products and services, including Performance Vector safety programs and Performance Vector PLUS good experience returns. United States Aviation Underwriters, Inc. manages USAIG, maintaining the industry’s largest network of underwriting and field claims offices. USAU’s wholly owned subsidiary, Toronto-based Canadian Aviation Insurance Managers manages the Canadian Aircraft Insurance Group insurance pool. USAIG is a subsidiary of General Re Corporation, a Berkshire Hathaway company. Follow us on Twitter @USAIG\_CAIG, Facebook & LinkedIn. Please visit our website at [usaig.com](http://usaig.com).

### **About Convergent Performance**

Convergent Performance is a full service consulting firm created with the vision that even in the age of advanced technology, human performance still matters, perhaps now more than ever. Convergent specializes in personal accountability training through its Blue Threat and Global War on Error (GWOE) initiatives. They apply the latest in human factors research to high-risk industries wanting to reduce error, increase professionalism, and optimize the human/machine interface. Instead of a clinical approach using tired methods, they tailor their offerings to impact the individual – the human in “human factors.” Connect with us on Twitter @ErrorBites, on Facebook or through our website [convergentperformance.com](http://convergentperformance.com)