Aviation Maintenance Never Events (AMNE)

PERFORMANCE VECTOR
A Safety Initiative of USAIG

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 fast-paced 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. Each member of your team will be provided with a link to a short test after each webinar. With successful completion of all 4 tests, they will gain an IA Renewal certificate.

The 4-session series includes:

Webinar	Description	Live Air Date
Module 1 – **Introduction to the Aviation Maintenance Never Events**	Airworthiness is a vital concept which transcends mere "safety," and the maintainer's vital role in this process is examined in detail. Learners are introduced to the concept of "Never Events," which are the six biggest avoidable mistakes in aviation maintenance. This module also introduces the four tools that maintainers will use to avoid these mistakes, as well as some additional violations and errors that can negatively impact airworthiness.	18 Mar 2020 8:00am PST 9:00am MST 10:00am CST 11:00am EST
Module 2 – **Wrong Person and Wrong Part**	You will be an expert on the Wrong Person and Wrong Part Never Events after completing this module. Identify the common factors, error producing conditions, and violation producing conditions that lead to these two Never Events in the workplace. Apply the tools of *awareness, competence, compliance,* and *teamwork* to avoid them on every task.	1 Apr 2020 8:00am PST 9:00am MST 10:00am CST 11:00am EST
Module 3 – **Improper Movement and Wrong Fluid**	In this module you will diver deeper into the Improper Movement and Wrong Fluid Never Events. Identify the common factors, error producing conditions, and violation producing conditions that lead to these two Never Events in the workplace. Apply the tools of *awareness, competence, compliance,* and *teamwork* to avoid them on every task.	15 Apr 2020 8:00am PST 9:00am MST 10:00am CST 11:00am EST
Module 4 – **Lost Tool or Item and Unsecured Panel**	After completing this module, you will be an expert on Lost Tool or Item and Unsecured Panel Never Events. Identify the common factors, error producing conditions, and violation producing conditions that lead to these two Never Events in the workplace. Apply the tools of *awareness, competence, compliance,* and *teamwork* to avoid them on every task.	29 Apr 2020 8:00am PST 9:00am MST 10:00am CST 11:00am EST

For more information or to sign up, please email Paul Ratte, USAIG's Aviation Safety Programs Director, at—*safety@usaig.com*—or call 212.859.3856

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.[1,2] 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!

---

[1] 2003, "The Operators' Manual for Human Factors in Aviation Maintenance," Federal Aviation Administration.
[2] 2008, "The economic cost of FOD to airlines", McCreary (Insight SRI White Paper)
Revised 11/19