

# The Aviation Maintenance Never Events® (AMNE) Webinar Series

Presented by Convergent Performance

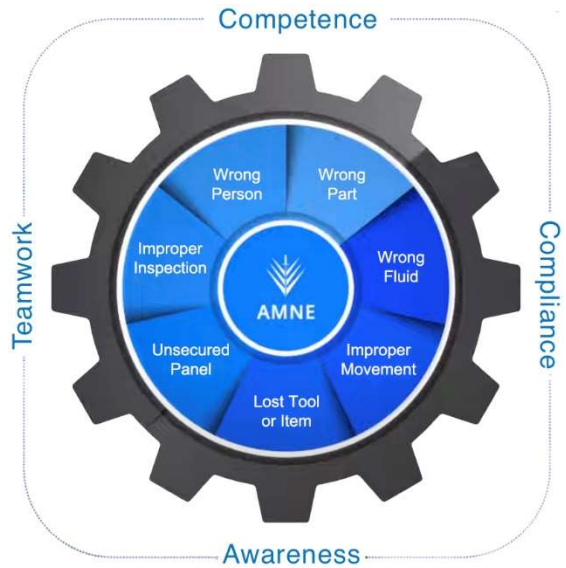


## Tackling One of the Aviation Industry's Biggest Challenges

A proven approach to addressing the most common and costly incidents associated with aviation maintenance, this series takes direct aim at **seven fully preventable events** that are at the root of the vast majority of maintenance-related incidents and accidents across the aviation industry.

This fast-paced course has four 1-hour webinar sessions spaced 2 weeks apart. Performance Vector-eligible policyholders\* with an available Performance Vector benefit can use it to enroll their entire maintenance team. Trainees participate from the comfort and convenience of their home location. Participants who complete and pass optional post-session tests earn 4 hours of FAA IA Refresher Human Factors credit.

\* Performance Vector is available to most policyholders who operate turbine-powered aircraft wholly insured by USAIG, or who place multiple policies with USAIG. Check with your broker, underwriter, or policy documents to confirm eligibility.



## Spring 2025 USAIG Performance Vector AMNE session dates:

**Wednesday March 5<sup>th</sup>    Wednesday March 19<sup>th</sup>    Wednesday April 2<sup>nd</sup>    Wednesday April 16<sup>th</sup>**

(All sessions are 1-hour in length and begin at 9AM Pacific/10AM Mountain/11AM Central/Noon Eastern)

Have a conflict with any of these dates? Not a problem. All participants get links to a recording of each session that remains active for 60 days. It's optimal for teams to gather and participate together for the valuable discussions the course facilitates. But the recordings make it possible to deploy the course in organizations with the most challenging schedules and enable self-review and catching up after any individual missed sessions.

## More about the Aviation Maintenance Never Events®

A distinctive element of this course is the *inverted accountability pyramid* around which the training is conducted. Rather than start with the “whys and hows” to prevent incidents from a solely systemic or vocational training perspective, we simply tell the technicians the common *violation producing conditions* that lead to the Never Events and follow with strategies to prevent these seven events from happening:

**Not on this task – not on my watch – not on this aircraft.**

Perhaps the most important element of the initial training is the *Take 5 Briefing* tool. This tool provides the framework for maintainers to conduct a 1-Minute Prebrief to ensure everyone is properly trained and qualified for the task and on the same page before beginning the work. It also provides an opportunity for any maintainer to call a 2-Minute Pause on operations if they see something unsafe or situational awareness has been lost. Finally, it offers a 2-Minute Debrief that examines close calls and captures improvement opportunities while the job is still fresh. With this tool, any maintainer can make the most of every task they complete.

The initial training is then backed up with a robust communications package of posters, talking points, and pre-written emails, as well as a second dose of video-based personal accountability training to keep the new habits top of mind until they become second nature, and a full culture shift takes place within the maintenance organization.

Exhaustive study of industry reports and data revealed that seven key events underpin the vast majority of maintenance-related incidents and accidents in aviation. They represent the greatest hazard to technicians,

organizations, and customers, cause delays and rework, and annually cost more than \$40 billion worldwide. We call these occurrences the “Never Events” because *they are all 100% preventable*. The seven *Aviation Maintenance Never Events®* are:

- 1. Wrong Person:** Pressure to perform to demanding schedules leads to under-qualified maintenance completion, inspection, and signoffs, resulting in delays, expensive repairs, and all too frequently, a non-airworthy aircraft being released to fly. Additionally, we show how the “right person” can become the wrong person through fatigue, distraction, or lack of proficiency.
- 2. Wrong Part:** Acceptance of sub-par, over-timed, or expired materials and reuse of single-use components cause more expensive and serious problems. But that is only one piece of the puzzle. Wrong Part training includes how to avoid improper installation errors as well as how – and why – technicians must embrace and leverage parts inspection and control programs to ensure that the right parts are always installed – and installed correctly – on every aircraft.
- 3. Wrong Fluid:** Fluid errors and improper lubrication often result in major cost incidents due to complete system contamination. On more than one occasion, this has also resulted in the tragic loss of an aircraft and all on board.
- 4. Improper Movement:** Ramp rash incidents are estimated to cost the aviation industry at least \$5 billion annually. Heightened awareness of the risks, equipment checks, communications, and movement protocol and training raise awareness and employee defenses to these events.
- 5. Lost Tool or Item:** Lost tools or other misplaced common-use items are a key contributor to the estimated \$4 billion lost annually due to FOD damage. In our program, we train technicians to “practice good housekeeping” and leverage tool, part, and fastener control measures so that they never leave an item behind that could damage equipment or cause a safety of flight issue.
- 6. Unsecured Panels:** Improperly secured panels, doors, cowlings, and caps are one of the most embarrassing – and most preventable – technician errors. The Never Events approach teaches memory and briefing techniques for task handoffs and shift changes to virtually eliminate this problem.
- 7. Improper or Incomplete Inspection:** Properly conducted inspections are a critical cornerstone of airworthiness and the last chance to ensure it. So when steps are skipped, when an inspector doesn’t understand the procedure, is distracted, or signs off work they didn’t personally inspect, airworthiness is compromised. The Never Events approach counters this with requirements for leadership by example, continuous study of the technical details, and a personal inspection of any work that is signed off.

**Is your maintenance team ready to eliminate the *Aviation Maintenance Never Events®* from their aircraft and hangar floor?**

**If so, enroll today!**

For more information or to request enrollment email [safety@usaig.com](mailto:safety@usaig.com).  
Or contact Paul Ratte, USAIG’s Aviation Safety Programs Director, at 212.859.3856