



MRO America – What We Learn From Information Sharing

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Manager Air Operations Safety



What we have learned as an established SMS user

Risk Is Everywhere

- Must be managed as a business function
- Can never be eliminated
- We must learn from our mistakes

Drift Is Inevitable

- Risk is not perceived
- Violations are routine
- Accountability at all levels

At-Risk Behavior Is An Element Of Maintenance Culture

- AMTs are over-confident
- AMTs do not determine airworthiness; only verify airworthiness
- Many incidents of ARB due to Not Using Documentation and Not Requesting Assistance with Interpretation of Unfamiliar Tasks

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Thank You!
Questions?

