

# Aviation Human Factors Industry News

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From the sands of Kitty Hawk, the tradition lives on.

Hello all,

To subscribe send an email to: [rhughes@humanfactorsedu.com](mailto:rhughes@humanfactorsedu.com)

In this weeks edition of *Aviation Human Factors Industry News* you will read the following stories:

★Maintain Your Way To Greater Safety

★Accident Investigation – Is there a Daytime Bias in your Operation?

★2010 International Aviation Ground Safety Seminar

★NASA Aviation Safety Reporting System (ASRS) Free Newsletter

★Groundbreaking For New Aviation High School

★Night Shift Linked to Sleep Problems in Younger Workers

★\_Unlucky 13: Management Practices to Avoid

★Remembering Those Who Died on the Job

## Maintain Your Way To Greater Safety

In “**Maintaining Your Way to Greater Safety**” in the March/April issue of FAA Safety Briefing, the topic of **preventive maintenance** is explored, what tasks a pilot can and cannot do. Pilots who help maintain aircraft can gain a **better working knowledge** of their aircraft’s systems and components. Armed with this additional technical know-how, pilots can also **improve communication with their mechanics**.



To see a list of the items a pilot can perform without supervision, see 14 CFR part 43, Appendix A. However, before you start turning a wrench, pilots should keep in mind that a procedure like changing an oil filter may be simple on some aircraft, but complex on others. The regulations require that preventive maintenance be a simple or minor preservation operation **not involving complex** assembly operations.

To learn more about owner-performed preventive maintenance, check out the article on page 23 of the March/April issue of FAA Safety Briefing.

[www.faa.gov/news/safety\\_briefing/2010/media/MarApr2010.pdf](http://www.faa.gov/news/safety_briefing/2010/media/MarApr2010.pdf)

## Accident Investigation – Is there a Daytime Bias in your Operation?

Companies collect reams of data about accidents and injuries, partly in order to meet regulatory requirements. While data collection is a good, it’s important to recognize that proper analysis of that data is the only way to expose problem areas. Does your 24-hour operation know what to look for?



Learn how some companies might have a **daytime bias** that might not identify at risk employee populations. [Click here to read more.](#)

[http://www.circadian.com/pages/967\\_managing\\_24\\_7\\_accident\\_investigation.cfm?broadcastID=579&linkID=9987&ID=38004](http://www.circadian.com/pages/967_managing_24_7_accident_investigation.cfm?broadcastID=579&linkID=9987&ID=38004)

## **2010 International Aviation Ground Safety Seminar**

The National Safety Council's International Air Transport Section Executive Committee (ARTEX) is pleased to announce the final agenda for our June 8-10, 2010 **International Aviation Ground Safety Seminar** and Section. The Seminar and Section meeting will be held at the NSC Headquarters in Chicago (Itasca), IL, USA.

We have assembled an outstanding panel of speakers with interesting presentations on relevant topics. Come and learn from our experts as they discuss:

**Human Factors Training for Ground Crews**

**IATA Safety Audit for Ground Operations (ISAGO)**

**Improve Your OSH Program with SMS**

**Simulator Training for Deice and Pushback Operations**

**A380 Catering Challenges**

**Is that Back Injury Real?**

**Management of Repeat Injuries**

We have scheduled ample breaks to provide networking opportunities for all attendees.

Early registrations must be received **not later than May 25, 2010**. Onsite registration is available, but will be limited to space available.



Please contact Sloane Grubb at the National Safety Council for additional information, full agenda, and registration forms:

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## **NASA Aviation Safety Reporting System (ASRS) Free Newsletter**



NASA Aviation Safety Reporting System (ASRS) **Free Newsletter**  
Notice Number: NOTC1682

NASA Aviation Safety Reporting System (ASRS): An **Integral Part of Your Personal Safety Management System**, adapted from the NASA ASRS website. (Note: Callback is electronic now, please sign up today to continue to receive your free copy!) The ASRS is a small but important facet of the collaborative effort by the FAA, industry, and individuals to maintain and improve aviation safety. NASA collects voluntarily submitted aviation safety incident/situation reports for the FAA from pilots, controllers, flight attendants, **mechanics**, dispatchers and others. The ASRS acts on the information these reports contain. It identifies system deficiencies, and issues alerting messages to persons in a position to correct them, for example, regulatory agencies and manufacturers. It educates through its e-newsletter **CALLBACK**, its journal ASRS Direct line and through its research studies. The ASRS database is a public repository which serves the FAA and NASA's needs and those of other organizations world-wide which are engaged in research and the promotion of safe flight.

ASRS data is used to:

- Identify deficiencies and discrepancies in the National Aviation System (NAS) so that these can be remedied by appropriate authorities.
- Support policy formulation and planning for, and improvements to, the NAS.
- Strengthen the foundation of **aviation human factors** safety research. This is particularly important since it is generally conceded that over two-thirds of all aviation accidents and incidents have their roots in **human performance errors**.
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In order to receive e-Callback you must sign up at can sign up at:

<http://asrs.arc.nasa.gov/publications/callback.html>

## **Groundbreaking For New Aviation High School**

Officials from Sun 'n Fun and the Polk County (Fla.) School Board broke ground Thursday for a \$7.5 million facility that will provide a new home for **Central Florida Aerospace Academy**, an aviation-oriented high school/career academy already located on the Sun 'n Fun campus. The 58,000-square-

foot facility will house up to 500 high school students. Current facilities for the school have a maximum capacity of 175. "Sun 'n Fun is ecstatic to have such significant and inspirational support for an educational facility of this magnitude that underscores our organization's core values and is in lock step with our educational focus and mission," said Sun 'n Fun Board Chairman Bill Eickhoff. The project is funded by a grant from the Aviation Education Foundation, a Naples-based not-for-profit organization founded by James C. Ray.



John Small, director of workforce education, said students at the current academy show improved attendance and academic performance. "Students who come to school here don't want to leave at the end of the day!" he said. Along with aviation, they learn mathematics and physics in a stimulating environment. The new building is scheduled to open in August 2011.

<http://www.polkacademies.com/cfaa/>

## **Night Shift Linked to Sleep Problems in Younger Workers**

Working the **night shift interferes with sleep**, particularly for workers in their 30s and 40s, according to a study in the April Journal of Occupational and Environmental Medicine, the official publication of the American College of Occupational and Environmental Medicine (ACOEM). However, the sleep problems don't appear to get worse over time — perhaps because young workers who have a lot of trouble with sleep issues are more likely to **quit shiftwork**, according to a study led by Philip Tucker, Ph.D., of Swansea University in Swansea, Wales.



Using a large employment database, the researchers looked at the relationship between shiftwork and sleep problems in workers of different ages and over time. As in previous studies, **shiftworkers had a higher rate of sleep problems than day workers**. Shiftwork was specifically related to waking up too early rather than other types of sleep problems.

The effects were most apparent in the early to middle years of working life — **workers in their 30s and 40s**. Former shiftworkers had more sleep problems than those who had never done shiftwork. However, more years of shiftwork did not lead to greater sleep problems. Instead, workers who gave up shiftwork seemed to be a “self-selected” group who tended to have more problems with shiftwork.

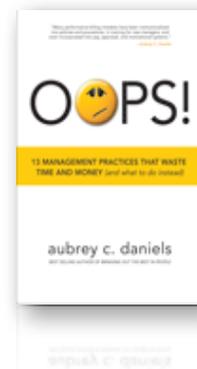
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Sleep problems seem to be a “reversible consequence” of shiftwork — although it may take awhile after giving up shiftwork before sleep returns to normal.

## Unlucky 13: Management Practices to Avoid

Aubrey C. Daniels, Ph.D., a renowned expert on **worker behavior and**, recently published his fifth book, **OOPS! 13 Management Practices that Waste Time and Money (and what to do instead)**. In it, he highlights typical actions by managers that undercut their goals and limit their success.



## Remembering Those Who Died on the Job

Every year, approximately **1,000 Canadian** workers and **more than 5,000 American** workers die in **work-related incidents**. On April 28, the Day of Mourning, we paid our respects to our fellow workers who were injured or killed on the job.

### Tragedy in Numbers

In Canada, approximately **two workers die on the job every day** and more than 900,000 workplace injuries are reported every year. In the US, an **average of 16 workers die each day** from injuries received at work, and 134 are estimated to die from work-related diseases. And approximately **9,000 American workers are treated in emergency wards each day** because of occupational injuries.



### Raising Awareness Worldwide

The International Day of Mourning is set aside not only to commemorate the dead, ill and injured, but also **to raise awareness** of the importance of occupational health and safety and its role in preventing these needless tragedies.

The day of remembrance was initially launched by the Canadian Labour Congress in 1984 and officially established as the National Day of Mourning in 1990 after the Canadian government passed the Workers' Mourning Day Act.

In the US, the AFL-CIO, America's union movement, adopted April 28 as Workers' Memorial Day. And in 1996, the International Confederation of Free Trade organized the first International Day of Mourning, which prompted candle lighting ceremonies to protest unsafe work practices.

Today, more than 85 countries worldwide recognize this important day.

**"Mourn for the dead, fight for the living"** is the theme of the day

## To appreciate, first acknowledge

**Appreciation** is a key ingredient for a thriving workplace, but one that is undervalued by many organizations. This is the conclusion from countless management experts and research projects. In "How Full is Your Bucket? Positive Strategies for Work and Life," Tom Rath and Donald Clifton that the main reason most North Americans leave their jobs is that they **don't feel appreciated**. They also noted that **65%** of Americans say they receive no recognition at work.

Appreciation has the biggest impact when it is given randomly. B.F. Skinner discovered that random reinforcement more strongly **anchors behaviors** than consistent reward. Consider how we view bosses who arrange a surprise on Administrative Assistants' Day compared to a boss who for no reason acts with a gesture of appreciation. It's similar to gestures of affection in intimate relationships. Compare the romantic scale of a single rose gifted on Valentine's Day with one given on an ordinary day.



## Here are 10 tips for building a culture of acknowledgment at your work.

- Minimize negative words and phrases such as "can't," "but," "no," "never," "always," "should" and "impossible."
- Avoid saying "You are ..." followed by "wrong," "incompetent," "at fault" or any other blame-throwing words.

- **Remind yourself that most of us are doing the best we can.**
- **Listen first to discern what is going on for the other person.**
- **Acknowledge feelings. Feelings are never right or wrong.**
- **Acknowledge people's best intentions. If you don't know what they intended, assume that their intentions were to do no harm.**
- **Note and comment on people's accomplishments and strengths.**
- **Act as if you are a cheerleader or a supportive coach.**
- **Learn to watch and listen with a sense of gratitude.**
- **Express appreciation.**