

Change Fatigue in Aviation Maintenance through a Human Factors Lens

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Change Fatigue

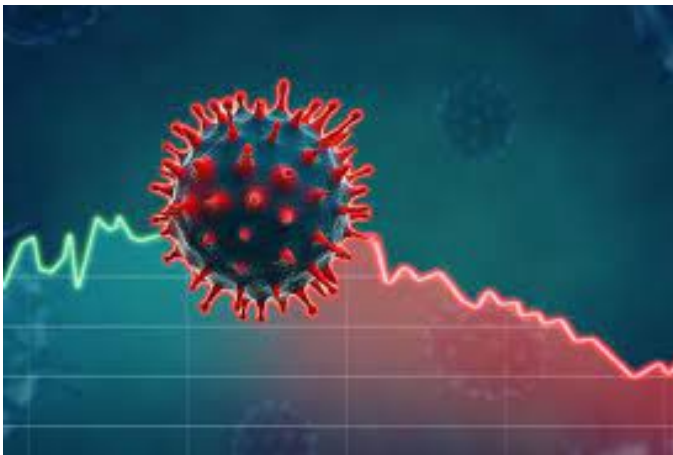
“Change fatigue is the resistance or passive resignation to organizational changes on the part of an employee”



“What if we don't change at all ...
and something magical just happens?”

Change Fatigue

- Change is necessary, but not always easy
- Resistance to change can impact productivity



Change Fatigue in Aviation

- Regulation updates
- Internal process changes
- General fatigue



Learning from other Industries: Healthcare

- Understanding mental and physical characteristics that are inherent to human nature
- Effective change management practices: timing, communication
- Saturation: understand limitations; coffee is not always the answer!



Change Fatigue as a Human Factors Element: Aviation Maintenance

“The science of understanding the properties of human capability and its application to the working environment”

How does change fatigue impact human error in aviation maintenance?

80% of maintenance errors involve human error



Change Fatigue as a Human Factors Element: Aviation Maintenance

How are we addressing this now?

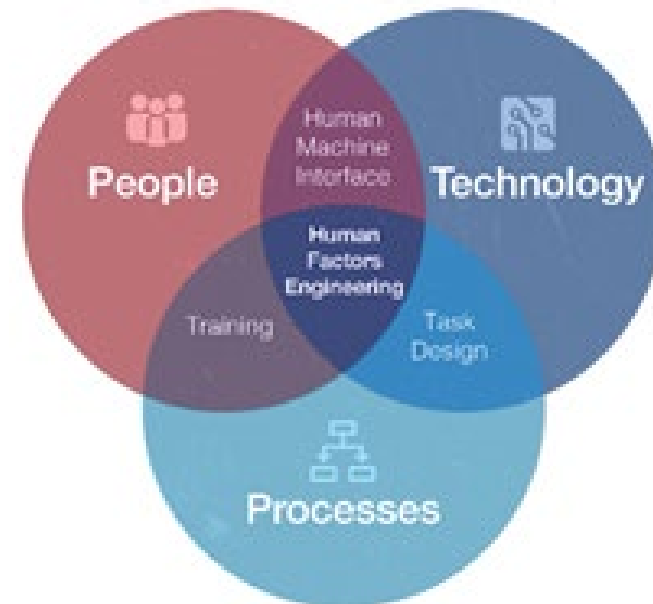
- Fatigue Risk Management: FAA-sponsored SME working group
- From MRM (Maintenance Resource Management) to MxHF (Maintenance Human Factors)
- Effects of the pandemic: increased workload, change saturation, regulatory modifications to scheduled maintenance



Human Factors Engineering: Change Fatigue and Human Factors

What can we do better?

“Human factors engineering is the application of human factors information to the design of tools, machines, systems, tasks, jobs, and environments for safe, comfortable, and effective human use”



Real World View: Moving Forward

Identify human error “hotspots”: Cockpit, tools work environment, repetitive tasks, safety culture, training, dirty dozen

Role of leadership

Theory vs Reality





QUESTIONS?