



8 Maintenance Error Investigation Services

1. Service Overview

“Are you learning from your organisation’s errors? Do you have an effective error investigation resource that stimulates ROI? Does your organisation blame individuals or look for the systemic failures that normally cause them?”

To err is human – people will make mistakes, however analysis of error causal factors reveal that around 80% are caused by organisational factors. We can help you to identify the real root causes of error, enabling you to make value-adding improvements to prevent recurrence.

To gain real value from your EASA Part 145.A.60 (b) internal occurrence reporting system, your investigations need to be consistent, quick and credible. Our involvement in the initial development of MEDA gives us a definitive understanding of its principles and investigation methodologies.

2. What will our service do for you?

“Our impartial and proven approach will make your business safer and more efficient.”

Baines Simmons will complete independent investigations for you, systematically examining your infrastructure, procedures and human behaviours to turn negative events into positive learning opportunities.

We offer:

- ▶ Unbiased independent resources
- ▶ Efficient investigation processes
- ▶ A clear and simple report
- ▶ A flexible approach, complementing your established processes

We will make you safer.

3. How will you benefit?

“Our fresh eyes will see things that perhaps you don’t. ”

We will add value to your company by:

- ▶ Identifying the real error causal factors
- ▶ Providing valuable recommendations, based on industry best-practice
- ▶ Supporting the disciplinary decision-making process with robust information
- ▶ Maximising error mitigation return on investment
- ▶ Building trust in your team



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4. Our approach

“We take a strictly neutral stance, free from internal bias and political influence. We will sensitively and independently assess the local factors affecting human performance”

Baines Simmons experienced error investigators will use Boeing’s proven MEDA to conduct a thorough investigation, having rapidly gained a familiarity with your internal procedures.

We will work with you to develop your internal competence and ensure you gain confidence in our findings and recommendations.

5. Why choose us?

“We are experienced experts ”

Our investigators will quickly establish a rapport and gain the trust of all individuals involved in a maintenance error. They are selected specifically for their proven expertise in the field of Human Factors and Maintenance Error Management Systems.

We have extensive experience in all fields of aviation maintenance – aircraft Line and Base Maintenance, Engine repair and overhaul and a wide range of Component workshops and have adapted the MEDA tool to suit your environment.

We offer you:

- ▶ Unbiased, experienced investigators
- ▶ Practitioners with the latest investigation techniques
- ▶ Readily available specialist resources
- ▶ A thorough understanding of the wider aviation safety system

Our combined experience within the industry, error investigation and regulatory fields provides us with a range of skills ideally suited to give you the confidence in your company systems.

CALL US NOW for an informal discussion about the issues facing your organisation.

The full range of Civil Aviation Consulting Programmes

1	Regulatory Advisory Services	5	Expert Witness Services
2	Approval Services	6	One to One Management Coaching Services
3	Quality Assurance Services	7	Board Level Advisory Services
4	Technical Document Generation Services	8	Maintenance Error Investigation Services