



Maintenance Error Decision Aid (MEDA) "Train the Trainer" – 3 Days

INTRODUCTION

The Maintenance Error Decision Aid (MEDA) process was developed by Boeing and is a proven and effective tool, for not only investigating the various causal factors, but in also developing mitigations.

The basic MEDA philosophy is based on an understanding that people do not intentionally make errors and that organizational factors play a significant and contributory role.

It is widely recognized that the majority of causal and contributory factors leading to an error can be managed. In addition developing root cause understandings, leads to a wider and more effective mitigation process. This training takes the understanding of the entire MEDA process to a deeper level and supports the Train the Trainer process so that following the training the Delegate will be able to:

- a) Develop comprehensive understandings of the MEDA process
- b) Understand effective techniques for training your own employees in the implementation of MEDA systems.

Maintenance Error Decision Aid (MEDA) Train the Trainer is a 3 day industry specific training aimed at Training, Quality and Safety Personnel who have responsibility for implementing, managing or training Incident and Accident investigation and mitigation processes.

Detailed Content / Topics - The following Subjects will be addressed

- Introduction to Maintenance Error Management
- Understanding Error and Violations
- Developing & Understand Just and Effective Culture and Behaviour
- Basic principles and terminology used in Error Management Systems
- Introduction to Maintenance Error Management Systems
- Understanding of the Boeing Maintenance Error Decision Aid system
- Appreciation of steps to implementing MEMS and other available maintenance error investigation tools
- The Adult Learning Process – how to deliver effective MEDA training
- Developing effective presentation techniques
- Hazard Identification Risk Assessment & Mitigation
- Advanced Auditing and Investigation techniques
- Managing & Conducting Interviews
- Practical error investigation using MEDA – Case Study examples
- Developing your MEDA Training Program
- Review and Examination

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Target groups

This course will be of very significant benefit to potential Maintenance Error Decision Aid trainers who need to have the necessary competence to deliver effective MEDA Training. Training Department Managers and other Training staff will also benefit from attendance at this course.

Pre-requisites

A background in an aviation maintenance environment.

Learning Objectives

Understand the methodology and challenges to enable the implementation of the most effect process to manage maintenance errors.
To develop best practice techniques for training adults in the use of MEDA techniques.
Develop organizational, specific training programs for use within the organization including case study activities.

Duration

3 days - each day will commence at 09.00 and finish at 17.30, with appropriate refreshment breaks

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