

# Developing Maintenance Error Management Systems (MEMS) in a Part CAMO Environment – 3 Days

## Introduction

With the introduction of Safety Management Systems within the CAMO environment we have the opportunity to benefit from the use of the Maintenance Error Decision Aid (MEDA) process as a reactive & proactive tool within our CAMO Environment. MEDA was developed by Boeing and is a proven and effective tool, for not only investigating the various causal factors but also developing potential "what if" and other proactive scenarios which will lead the safety practitioners to the development of appropriate 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. Use of the MEDA Tool Kit will also benefit Risk Based Analysis Techniques to support the analysis of potential exposure.

- It is also 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 enabling use within the CAMO environment so that following the training the Delegate will be able to:

- a) Develop comprehensive understanding of the MEDA process
- b) Understand effective techniques for training your own employees in the implementation of MEDA systems.
- c) Undertake Case Study analysis and practice completion of the MEDA Results form and Interview Process

Developing Maintenance Error Management Systems (MEMS) in a Part CAMO Environment is a 3-day industry-specific training aimed at CAMO Management, as well as Quality and Safety Personnel who have responsibility for implementing, managing or training Incident and Accident investigation and mitigation processes.

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## Who is the course for?

The course will be of interest to everyone who engages with the EASA Part CAMO Safety Management System (SMS) Investigative & Risk Management Process. Consider that understanding the MEDA process is the starting point – The real advantage is the use of MEDA as a Tool to provide “Data” to the SMS and to enable the optimisation of the business in the best way whilst remaining fully compliant with EASA Part CAMO and Organisational requirements.

## What is the Benefit of this Training – What will I learn?

- a) Awareness of the structure composition and impact of Maintenance Error within the CAMO
- b) Understand the forces driving Maintenance Errors to focus your business decision process on improved engagement with employees
- c) Ability to consider changes driven by MEMS engagement and how they impact your specific organisation decision making process
- d) Confidence in a detailed knowledge of the key components of MEMS
- e) Have the knowledge to be able to implement MEMS within an Organisation

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## Detailed Content / Topics - The following Subjects will be addressed

### Day 1

- Introducing Maintenance Error Management Systems (MEMS)
- Abbreviations & Definitions
- Where is the Link Between Aviation Safety Management Systems (SMS), HF & MEMS
- The Role of the CAMO in Maintenance Error Investigation
- Regulation (EU) 376/2014
- Challenges To Delivering an Effective MEMS in an EASA Part CAMO
- Error, Violations, Blame & Culpability
- Managing Aviation Maintenance Error

### Day 2

- Introduction to Boeing Maintenance Error Decision Aid system
- Detailed understanding of the Boeing Maintenance Error Decision Aid system
- Case Study 1 – Review of a chosen event for your organisation using MEDA Process
- Understanding Hazard Identification and Risk Management
- Considering Root Cause and Contributing Cause Analysis
- Key Components of Maintenance Error Management Systems
- Practical guide to building a MEMS System in a CAMO

### Day 3

- Case Study 2 – Review of a chosen event for your organisation using MEDA Process
- Preparation before a MEDA Interview & Conducting a MEDA Interview
- Integrating MEMS into a Safety Management System
- Fatigue Risk Management considerations
- Implementing Proactive Aviation Maintenance Error Reduction Strategies
- Case Study 2 – Review of a chosen event for your organisation using MEDA Process
- Examination
- Debrief & Close Out

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## Target groups

This course will be of very significant benefit to any person required to work within the MEDA process and to Integrate MEDA into a Part CAMO SMS

## Pre-requisites

A background in an aviation maintenance environment.

## Learning Objectives

Understand the methodology and challenges to enable the implementation of the most effective process to manage maintenance errors.

To develop best practice techniques for managing an effective Maintenance Error Management System using MEDA.

In addition, delegates will understand how to develop organizational, specific MEDA programs for use within the organization.

## What do People Say about Sofema Aviation Services Training?

- "The instructor used the right words to explain the material."*
- "The discussions among the group were very beneficial."*
- "The instructor showed very resourceful background and experience."*
- "All sections of the course were related to my field."*
- "Adequate answers were given to specific questions."*

## Duration

3 Days – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks. Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs. If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email [office@sassofia.com](mailto:office@sassofia.com)

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