



## **Maintenance Resource Management for Aerospace Technicians CGTCMRM101**

### **Course Description**

The Maintenance Resource Management for Aerospace Technicians course examines a number of issues which often lead to rework, injuries, and accidents. The course raises awareness of the personal, cultural, and systemic ways in which proper Maintenance Resource Management can promote maintenance organization excellence and safety. Topics presented include the origins and criticality of Maintenance Resource Management, human factors, latent errors, communication and decision making, situational awareness, as well as team building and leadership. The course presents strategies for identifying and mitigating many of the challenges and risks that aerospace technicians face daily.

Prerequisite: None

Instructor to student ratio: 1:25

Course length: 8 hours

### **Training Outline: Maintenance Resource Management for Aerospace Technicians**

- **Introduction to Maintenance Resource Management (MRM)**
  - Origins and Evolution of MRM
  - Criticality of Proper MRM
- **Human Factors in Aerospace Maintenance**
  - Human Factors Overview
  - Recognizing Contributing Causes to Human Errors
  - The Dirty Dozen (negative human factors issues)
  - The Magnificent Seven (positive human factors issues)
  - Elimination of Maintenance Errors
  - Fatigue and Stress Countermeasures
- **Communication and Decision Making**
  - Assertiveness
  - Communication (verbal, non-verbal, synchronous, and asynchronous)
  - Conflict Resolution
- **Workload Management and Team Situational Awareness**
  - Workload Management
  - Preparation and Planning
  - Error Chain Recognition
  - Vigilance
- **Team Building and Leadership in Maintenance**
  - Leadership Approach and Responsibilities for MRM
  - Team Climate (norms)
  - Interpersonal Climate