



交通部民用航空局飛安公告

Aviation Safety Bulletin

ASB No: 92-039/M

Jul, 2003

Subject:

Human factors shall be considered in maintenance tasks to preclude their occurrence and to enhance maintenance quality

刪除: 放棄起飛, 經檢修放行, 因空速指示故障而再度放棄起飛。

Background:

A B737-800 airplane operated by a national airlines in Taiwan had to be towed back to the gate after the pilots discovered there was no N2 indication after starting No. 2 engine prior to the flight. After reviewing both flight and maintenance logbooks of the subject flight, the inspector assigned by CAA found out that the mechanic responsible for correcting the subject technical problem made a record on the logbook indicating that N2 speed sensor connector had been cleaned and the problem corrected. In the wake of the case, QA and relevant departments of the airline made an investigation and revealed that the reason for no N2 indication was caused by improper connection of N2 connector. A borescope inspection was performed on the engine of the subject aircraft the night before the mission. However, neither the shift turnover was carried out faithfully, nor was a test conducted IAW aircraft maintenance manual. Such human errors in succession had contributed to the subject case.

This case has involved several violations such as making inaccurate maintenance record, failing to follow aircraft maintenance manual when performing maintenance activities, and failing to consider human factors. Analyses of the subject case indicate that the mechanism of the existing system was unable to function effectively, thus failing to immediately detect and correct the human errors associated with each link of maintenance tasks.

Recommendations:

1. All maintenance tasks shall be performed by strictly following the

job cards or maintenance manuals. All maintenance records shall be recorded and signed off or released in compliance with relevant rules and regulations.

2. For more complex maintenance tasks or items that require repeated maintenance actions, job cards shall be prepared to eliminate the potential errors that might be caused by cross-references of different manuals.

刪除: 3. Human factors must be carefully considered in the design of the maintenance program, and the management must be conducted by strictly following the program. 放棄起飛，經檢修放行，因空速指示故障而再度放棄起飛。