

Understanding Maintenance Hazards & Human Factors

Rick Gragido
VP & Director Aftermarket
Phoenix Global Aviation Services, Inc.

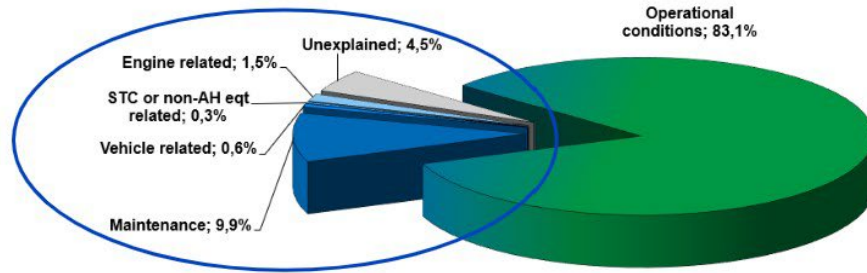
Vincent Lassus
VP Aviation Safety
Airbus Helicopters

June 2026 Edition

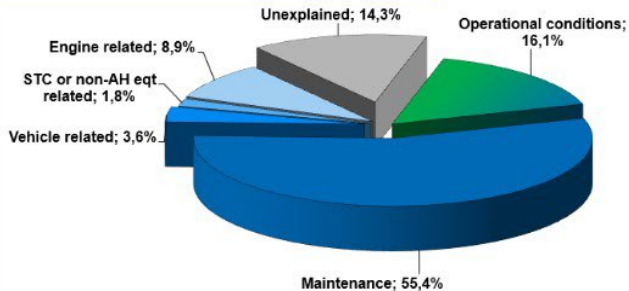


Accidents Statistics @Airbus Helicopters

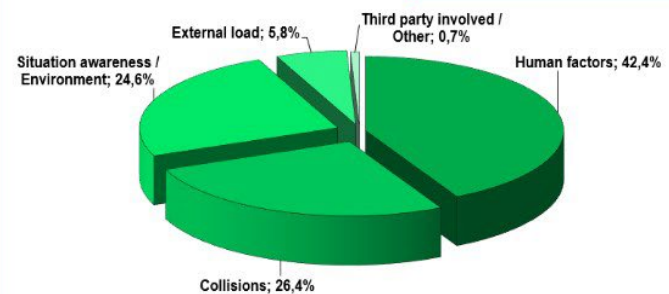
Accidents breakdown by causes



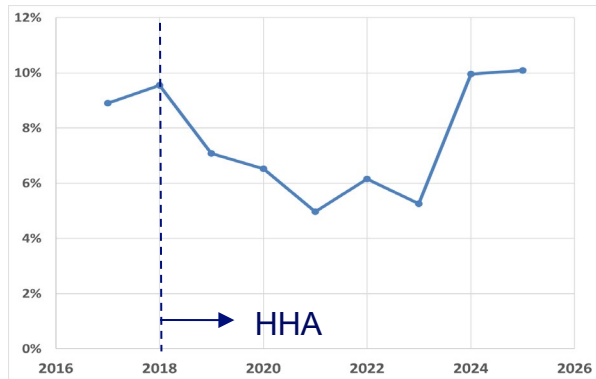
Technical Contribution



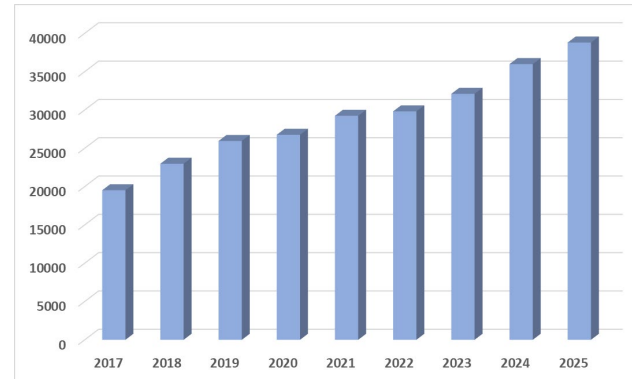
Operational



Accidents Statistics – Maintenance @Airbus Helicopters



Proportion of accidents with **maintenance** as contributing factor (3 yr average)



Constant Increase of Technical Events reported : **+20%** (2025 vs 2023)

Constant number of Major incidents → Speak up increase

Major Incidents due to maintenance issues: **+30%** (2024 vs 2023)

+100% for unsafe incidents (2025 vs 2023)

Root causes:

- Loss of “mechanical mindset”
- Overconfidence
- Lack of risk perception
- Workload
- Maintenance organization
- Maintenance instructions



Leading to:

- Task interruptions
- Non application of working cards
- Non execution of recurring tasks
- No duplicate check



Why Maintenance Matters?

- Aviation Safety Starts with Maintenance
 - Safety Program
 - Tool Control
 - Communication
 - Ask Questions
 - Maintenance Task Completion
 - Post Maintenance Inspections
 - Quality Assurance Inspections
 - Follow Technical Data
 - Use Approved Parts and Consumables



Why Communication Matters?

- What to do when errors are found in Technical Manuals?
 - Report to Supervisor/Quality Assurance
 - Report to OEM (PM, FSR, Engineering)
 - Implement Local Procedure (if required)
- Report Common Failures
 - Report to Supervisor/Quality Assurance
 - Report to OEM (PM, FSR, Engineering)
 - Implement Local Procedure (if required)



Communication @Airbus Helicopters

OEM Process to report issues

Refer to **Safety Information Notice 3242-S-00**

Improving flight safety has always been and will always be Airbus Helicopters' first priority.

This constant improvement in safety can only be achieved with the help of all those involved in aviation, through rapid, accurate and exhaustive exchange of information concerning all events considered as abnormal, which have or can potentially have an effect on flight safety.

Therefore, Airbus Helicopters requests from operators to **provide information on all events considered as abnormal**, occurring **within the scope of aircraft operation or maintenance**, within 2 working days.

- Priority communication channel: opening of a Technical Event on the WebTEK tool,
- Direct information provided to the local Airbus Helicopters Representative.

Maintenance Organization

BO105 HL9617 Jan 30th 2016

<https://aviation-safety.net/wikibase/184043>





Maintenance Organization

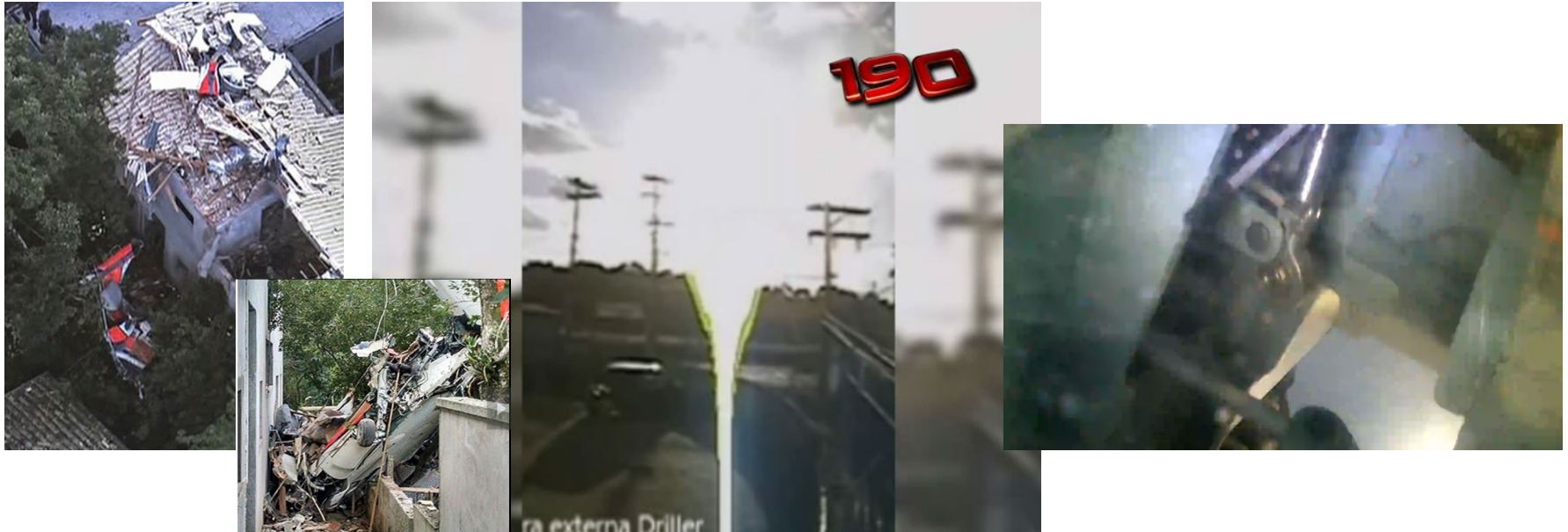
- Roles and Responsibilities
- Qualifications
- Critical Parts/Systems
- Maintenance Validation
- Team Awareness
- Quality Stakeholders
- Training

Quality Control and Maintenance Training

Task Execution

EC155 PP-LLS April 4th 2015

<https://aviation-safety.net/wikibase/175037>





Task Execution

- Maintenance Tasks
 - Complete Task Before Leaving
 - Proper Turnover - Communication
 - Lockout/Tagout
 - Maintenance Forms Write-Up

Effective Communication

Leadership and Safety Culture

EC130 N130CZ Feb 9th 2024

<https://aviation-safety.net/wikibase/351608>



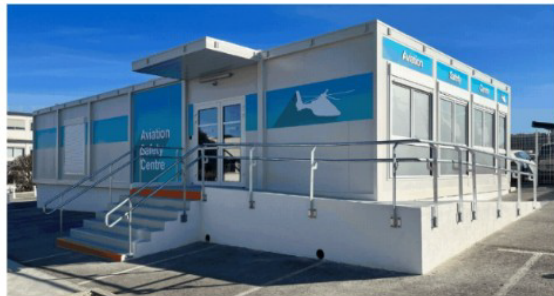
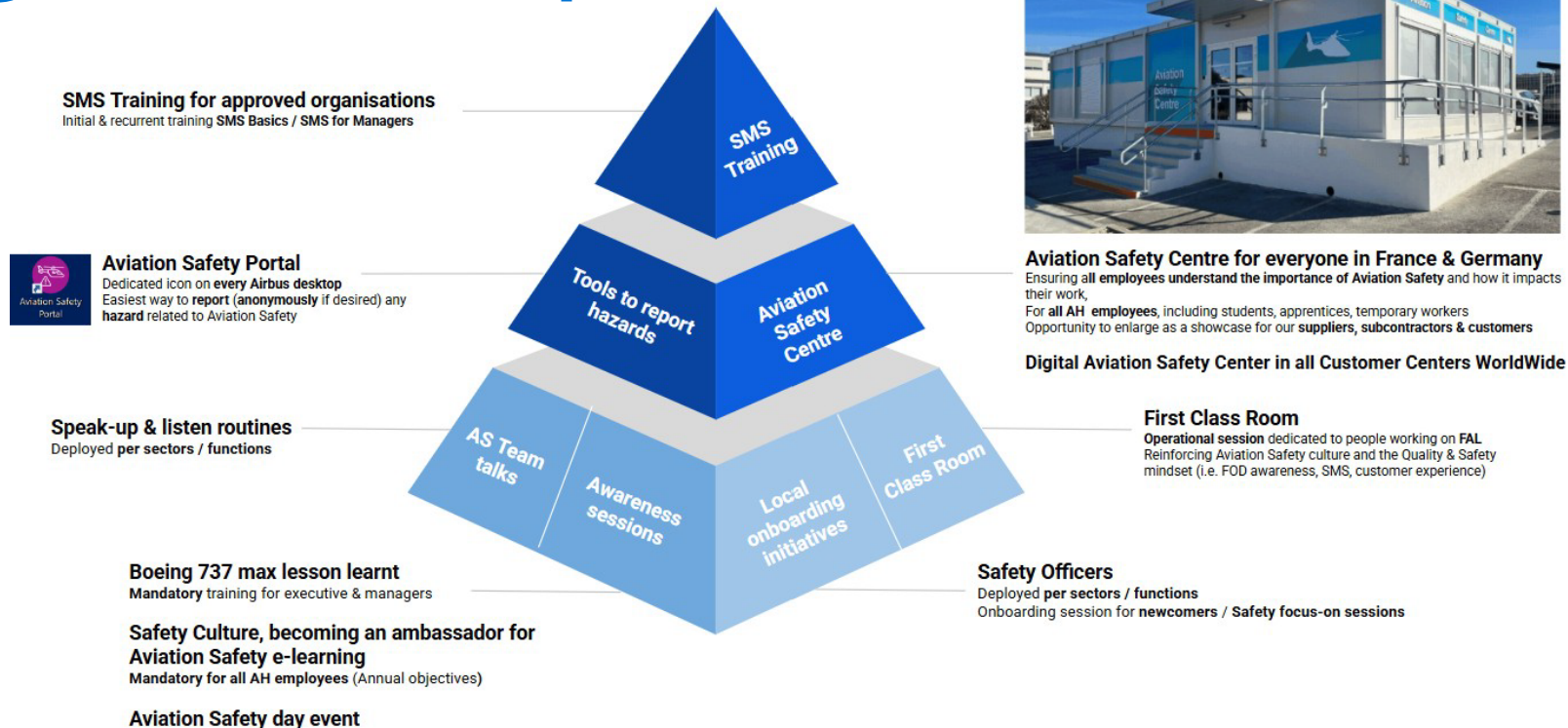


Leadership and Safety Culture

- Safety Management System (SMS)
 - Safety Standards
 - Safety Brief
 - Safety Training
- Quality Department Training
 - Safety
 - Human Factors
 - Quality Control

Quality Department Releases Aircraft

Safety Culture @ Airbus Helicopters



Safety Culture @ Airbus Helicopters





Take away

- Respect procedure
- Speak up
- Dare to say no
- Report issues

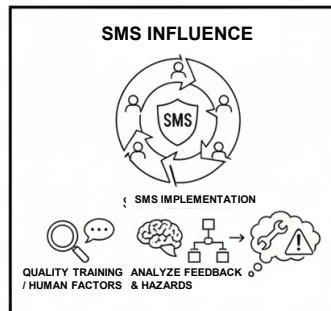
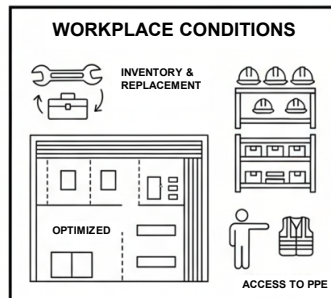
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Take Away - Safety Recommendations @ Airbus Helicopters

Safety Promotion Notice 4044-P-00: Aviation Safety Recommendations on Human Factors

- 👥 Team Spirit: Foster interaction and trust.
- 🗣️ Just & Fair Culture: Encourage reporting without fear.
- 💡 Involvement: Involve teams in continuous improvement.

- 👤 Defined Roles: Avoid multitasking by separating functions.
- 📅 Anticipation: Plan projects in advance (parts, tools, etc.).
- 🔴 Critical Tasks: Use a distinctive sign to avoid disturbance.
- ✅ Immediate Validation: Sign off on each task upon completion.



🔧 Tooling: Manage inventory and replace faulty tools.

📐 Layout: Organize the space to avoid conflicts.

🧑 Safety: Ensure easy access to Personal Protective Equipment (PPE).

🛡️ Standardization: Integrate the SMS as a standard practice.

👤 Representatives: Train and appoint SMS representatives.

📊 Quality Training: Strengthen training on SMS and Human Factors.



Give aways

- Safety Promotion Notice 4044-P-00
- Safety Information Notice 3242-S-00
- Safety Information Notice 2247-S-00
- Safety Information Notice 2928-S-00
- Safety Information Notice 4211-S-00
- FAA Personal Minimum Check List ?

- Visit [Airbus Helicopters Aviation Safety Website](#)