



Technician Assessment Program (T.A.P.)

Introduction

Aviation Technical Services (ATS) provides component maintenance and airframe heavy maintenance, modification & paint services for over 100 customers worldwide. ATS teams take a great deal of pride in providing industry-leading maintenance, repair & overhaul (MRO) services and strive to continually improve quality and reliability. The quality team's latest evolution of the ATS quality program is the Technician Assessment Program (T.A.P.). In the year since the implementation of TAP, the satisfactory audit results have consistently trended upwards and when 2006 is compared with 2005, ATS has experienced a 64% improvement in the costs associated with quality.

Background

ATS has been in business since 1970 and has grown to a company that redelivers an average of 400 aircraft and 7,000 components each year. To ensure that each and every redelivery meets the highest standards of quality, technicians must have the necessary resources to complete each task. ATS Quality Assurance validates that these resources are in place. The validation process includes formal evaluations to assess the adequacy of the ATS processes and procedures that pertain to maintenance.

Since 1998, ATS has been integrating human factors into its quality assurance program. The program has included the use of the Boeing Maintenance Error Decision Aid (MEDA) investigation process, assessment and resolution of factors to improve quality, and validation methods to ensure that prevention strategies are effective and sustained.

New Approach

Through the collection of the human factors data, it was determined that a new approach would further enhance the quality of ATS services. In January of 2006, ATS introduced the Technician Assessment Program (T.A.P.). The T.A.P. acronym refers to the random "tap" that technicians may receive when they are about to be surveyed. The objective of a T.A.P. survey is to confirm that technicians are aware of and using all available resources to perform error-free maintenance. Sixty technicians

Critical T.A.P. Elements

- Randomized periodic selection of technicians
- Checklist of established criteria
- Survey actual task in progress
- On-the-spot recognition of success
- Database to assess results
- Use data for performance evaluations of technicians **and** their leadership



are randomly selected each month to be surveyed as they perform an assigned task. The survey questions were developed using historical contributing-factor data and validates that appropriate data, tools, and materials are being utilized as specified by the applicable procedure. In recognition that working in a safe manner contributes to an airworthy product, the T.A.P. survey also confirms safety procedures are being followed. A positive T.A.P. survey result initiates on-the-spot recognition, as well as positive input towards the technician's performance evaluation.

Conclusion

The results of the T.A.P. have been rewarding. Since the implementation of the program, ATS has experienced a significant decrease in the costs associated with quality.

In recognition of the merits of T.A.P., ATS was selected for the 2007 Overhaul & Maintenance Magazine's Award for Outstanding Achievement in Aviation Maintenance, Repair and Overhaul.

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