

CAR/SAM Regional Guidance Material on Air Traffic Services Quality Assurance Programmes

CAR/SAM Air Traffic Services Quality Assurance Programmes
Seminar

South American Regional Office

CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 october 2002)



INTERNATIONAL CIVIL AVIATION ORGANIZATION

SOUTH AMERICAN REGIONAL OFFICE

CAR/SAM REGIONAL GUIDANCE MATERIAL ON

AIR TRAFFIC SERVICES

QUALITY ASSURANCE PROGRAMMES

Chapter 11

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**CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
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Contents

Chapter 11.

Human Factors

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Chapter 11. Human Factors

- ICAO Assembly adopted Resolution A26-9 in 1986 on Flight Safety and Human Factors
- Incorporation of Human Factors related SARPs in several ICAO Annexes and documents:
 - PANS-OPS, Doc. 8400, PANS-ATM, Doc. 4444, Annex 10 and 11
 - Human Factors Guidelines for Air Traffic Management Systems Manual, Doc. 9758



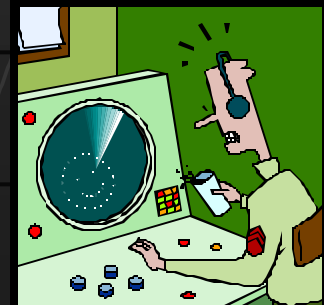
Chapter 11. Human Factors (cont'd)

- Human Factors knowledge in ATS systems and practices plays an important role in air traffic quality assurance
- Important concepts in the development acquisition and implementation of ATM systems:
 - Human centered automation
 - Situation awareness
 - Error management
- Findings of Human Factors research projects useful to Air Traffic Controllers:
 - Extracts from "Human Factors to Air Traffic Control Specialists: A User's Manual for your Brain" FAA – November 1995



Chapter 11. Human Factors (cont'd)

- Information useful to air traffic control personnel
 - Controller/pilot voice communications
 - Memory
 - Fatigue
 - Effects of stress on information processing
 - Techniques
 - Help reduce probability of voice communications errors
 - Remembering specific information
 - Identifying stress that could affect performance
 - Reduce fatigue





THE END

THANK YOU