The potential risk of communication media in conveying critical information in the aircraft maintenance organisation: A case study

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Abstract

In the world of aircraft maintenance organisation, verbal and written communication plays a pivotal role in transferring critical information in relation to aircraft safety and efficiency. The communication media used to convey the critical information between departments at an aircraft maintenance organisation have potential risk in misunderstanding of the information. In this study, technical and non-technical personnel from five different departments at an aircraft maintenance organisation were interviewed on the communication media they normally utilised to communicate six different work procedures that are closely related to aircraft safety and efficiency. This is to discover which communication media pose higher risk in misunderstanding critical information. The findings reveal that written communication pose higher risk of misinterpretation compared with verbal communication when conveying critical information between departments. © Published under licence by IOP Publishing Ltd.

Indexed keywords

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Aircraft maintenance; Aircraft safety; Communication media; Potential risks; Technical personnel; Verbal communications; Work procedure; Written communications

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