

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

Shukri, S.A., Millar, R.M., Gratton, G., Garner, M.

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

Engineering controlled terms: Aerospace engineering; Aircraft; Efficiency; Maintenance; Safety engineering

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

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