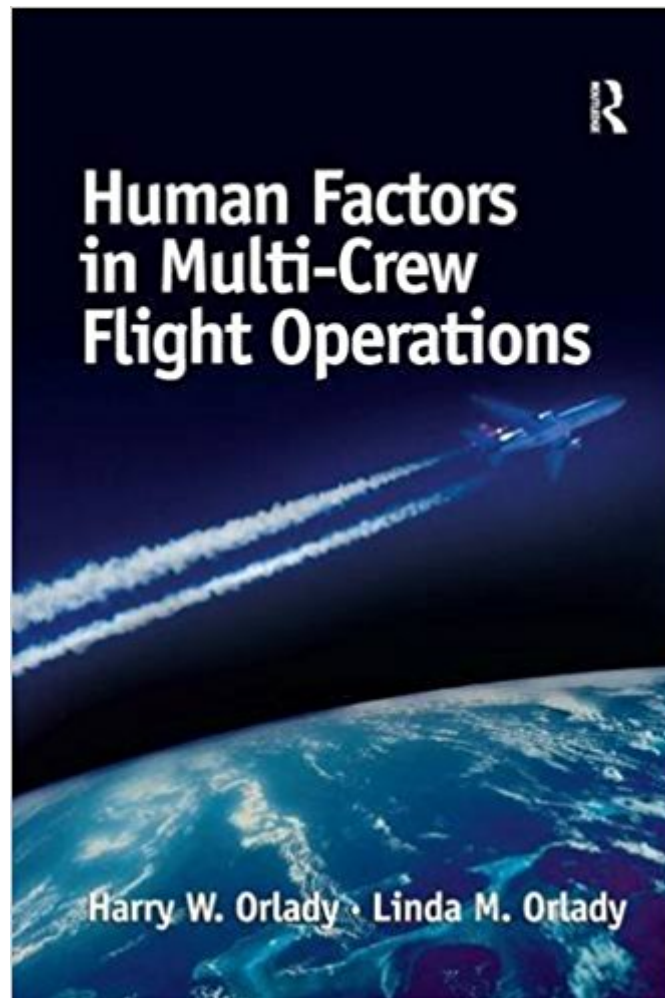




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# Human Factors In Multi-Crew Flight Operations



## Synopsis

With the pace of ongoing technological and teamwork evolution across air transport, there has never been a greater need to master the application and effective implementation of leading edge human factors knowledge. Human Factors in Multi-Crew Flight Operations does just that. Written from the perspective of the well-informed pilot it provides a vivid, practical context for the appreciation of Human Factors, pitched at a level for those studying or engaged in current air transport operations. Features Include: - A unique seamless text, intensively reviewed by subject specialists. - Contemporary regulatory requirements from ICAO and references to FAA and JAA. - Comprehensive detail on the evolutionary development of air transport Human Factors. - Key statistics and analysis on the size and scope of the industry. - In-depth demonstration of the essential contribution of human factors in solving current aviation problems, air transport safety and certification. - Future developments in human factors as a 'core technology'. - Extensive appendices, glossary and indexes for ease of reference. The only book available to map the evolution, growth and future expansion of human factors in aviation, it will be the text for pilots and flight attendants and an essential resource for engineers, scientists, managers, air traffic controllers, regulators, educators, researchers and serious students.

## Book Information

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## Customer Reviews

This impressive book is a long-awaited compendium to the ever-growing topic of human factors in airline operations published by Ashgate. The valuable contribution the authors make to the

science of understanding what human factors entails is in the vast library of references they have culled to create the most up-to-date work thus far published. --The Aerospace Professional

The late Captain Harry W Orlady was an Aviation Human Factors Consultant and a former Senior Research Scientist for the Aviation Safety Reporting System (ASRS). He conducted studies in ground and flight training, Human Factors, aviation safety and aeromedical fields, and received several major awards and presented nearly 100 papers or lectures. As a pilot with United Airlines he flew 10 types of aircraft. Captain Linda Orlady joined The Boeing Company in March 2011. As Chief Pilot for Flight Technical and Safety, Orlady has responsibility for overseeing the Flight Technical and Safety pilots and procedures managers. The Technical group generates and maintains the aircraft Quick Reference Handbook (QRH) as well as the Flight Crew Training Manual (FCTM). They provide technical support to customers and evaluate new procedures. The Safety group has responsibility for the Boeing Flight Operations Support Program (FOSP). They also serve as the operational resource for the Boeing Company's accident investigation team. Orlady has been involved in aviation, human factors and safety for thirty years as a pilot, researcher, instructor, and author. She is a third-generation pilot and flew for United Airlines for 25 years. She has flown the B-737, B-747-400, B-757, B-767, B-777, B-787, Airbus A-319, A-320 and holds a commercial rotorcraft rating. Orlady served as the Executive Air Safety Vice-Chair for the Air Line Pilots Association (ALPA) as well as the Safety Management Systems (SMS) Project Director. She served as one of the Chairs for the FAA's SMS Aviation Rulemaking Committee (ARC) and is a member of the Board of Governors for the Flight Safety Foundation. Previously, Orlady was a NASA-sponsored researcher for Yale and Harvard Universities on a research project investigating crew complements, procedures and automation. Orlady holds a master's degree in business administration from the Ohio State University with concentrations in organizational behavior and human factors. She received a bachelor's degree in philosophy from DePauw University.

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## Great reading

A father and daughter team! It is rare enough to have a flying father and a flying daughter in the real world, but sharing the same passion so intensely and to write a book together on an all-encompassing aviation Bible, (yes, this book is a Bible for aviators!) is truly unprecedented! When I said this book covers virtually all topics concerning flight operations, I meant just that. The most important thing is; this book is highly readable, rich in reference materials and data and yet "gripping" to read! A rare gem in terms of human factor topics. I have read other CRM or human factors books by other more renowned and authoritative people but none as good as the Orladys, probably with the exception of Tony Kern, who is also just as good a writer on aviation safety. Okay, the book covers the brief history of air transport, the industry and its safety record,, a brief history of human factor and its development in aviation,, the physical environment and the physiology of flight, as well as those magnificent flying machines and their internal environment - sort of like a trip down to aviation memory lane. It also discussed the social environment, basic communication, documentation - including checklists and information management. It went on to discuss on the Man's limitations, human errors, and information processing. Nothing is left unturned, the Orladys went on to talk about workload, automation, situation awareness and operating in today's environment. Of course, they did not miss out on crew resource management and the team approach. Fatigue and stress were covered in depth, plus fitness to fly, even selection and training of pilots! Most interestingly is the coverage on the challenging roles of the flight attendants, this shift in focus of our cabin colleagues was most insightful. I loved the chapter on non-punitive incident reporting.. the CHIRP and ASRS were great success stories in UK and USA respectively, I fervently hope that SIA will follow suit in our pursuit of excellence in aviation flight safety. Another eye-opener chapter is "some ramifications of accident analysis", this is the first time I heard of the "Stop Rule" phenomenon in flight safety investigation - find it out yourself what it means. In the last few chapters, the Orladys talked about the worldwide safety challenge in the near future, the current safety problems and the future of air transport too. This is not a book to be missed by any pilot who wish to enrich himself. In fact, I recommend that every single commercial pilot should own a copy for reference purposes as well.

"HUMAN FACTORS IN MULTI-CREW FLIGHT OPERATIONS" co-written by Harry and Linda Orlady - Ashgate ISBN 0-291-39839-1 - Published in 1999 A father and daughter team! It is rare enough to have a flying father and a flying daughter in the real world, but sharing the same passion

so intensely and to write a book together on an all-encompassing aviation Bible, (yes, this book is a Bible for aviators!) is truly unprecedented! When I said this book covers virtually all topics concerning flight operations related topics, I meant just that. The most important thing is; this book is highly readable, rich in reference materials and data and yet "gripping" to read! A rare gem in terms of human factor topics. I have read other CRM or human factors books by other more renowned and authoritative people but none as good as the Orladys, probably with the exception of Tony Kern, who is also just as good a writer on aviation safety. Okay, the book covers the brief history of air transport, the industry and its safety record,, a brief history of human factor and its development in aviation,, the physical environment and the physiology of flight, as well as those magnificent flying machines and their internal environment - sort of like a trip down to aviation memory lane. It also discussed the social environment, basic communication, documentation - including checklists and information management. It went on to discuss on the Man's limitations, human errors, and information processing. Nothing is left unturned, the Orladys went on to talk about workload, automation, situation awareness and operating in today's environment. Of course, they did not miss out on crew resource management and the team approach. Fatigue and stress were covered in depth, plus fitness to fly, even selection and training of pilots! Most interestingly is the coverage on the challenging roles of the flight attendants, this shift in focus of our cabin colleagues was most insightful. I loved the chapter on non-punitive incident reporting.. the CHIRP and ASRS were great success stories in UK and USA respectively, I fervently hope that SIA will follow suit in our pursuit of excellence in aviation flight safety. Another eye-opener chapter is "some ramifications of accident analysis", this is the first time I heard of the "Stop Rule" phenomenon in flight safety investigation - find it out yourself what it means. In the last few chapters, the Orladys talked about the worldwide safety challenge in the near future, the current safety problems and the future of air transport too. This is not a book to be missed by any pilot who wish to enrich himself, you may get this book from dot com. Hardcover costs US\$109.95! and paperback costs US\$44.95! Credits: Capt Harry W Orlady was a B747 captain for United Airlines, he has contributed a lot in the CRM research works with NASA's AMES Research Centre in California. Linda M Orlady, a GA instructor pilot and an expert in organizational behaviour. Eddie Foo

This is a unique book on human factors in multi-crew flight operations. I come from a region where a significant number of middle aged pilots leave airlines for greener pastures elsewhere leaving a lot of young first officers flying with relatively elderly captains. Also the culture in many countries tends to be hierarchical and worship seniority (the Captain is God syndrome). This book provides valuable

lessons on how to enhance communication, deal with cultural issues, and highlight human limitations and errors, the operating environment, among several other critical subjects. The subject is treated very well in a reader-friendly manner. The importance of CRM is highlighted and the need to work as a team. Since most airplane accidents worldwide are as a result of human factors, the importance of this subject to pilots cannot be underestimated. Hence this is a useful and handy book to read and refer to often and keep on your bookshelf as a ready reference manual.

Woefully outdated and full of unnecessary wording. Why do colleges use this book is flabbergasting to me. Unpleasant to read.

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