

Question block created by wizard

This exam contains 20 questions

1. What is the aim of human factor training?
 - a. Train mechanics in human relations the impact on society.
 - b. Provide evidence of compliance to regulations in respect to human factor training.
 - c. Increase safety by reducing human error and its impact on maintenance activities.

2. Murphy's law is:
 - a. Anything that can go wrong, will go wrong.
 - b. Anything that goes wrong cannot be prevented.
 - c. Anything that goes wrong is always a human failure.

3. Why does noise have a negative impact on performance?
 - a. Noise may have a negative impact on Ultra Sonic inspections.
 - b. Depending on the type of noise, aircraft systems become instable.
 - c. Noise is fatiguing and effect concentration and decision making.

4. What is information processing?
 - a. Information is obtained by the brain, is given to the senses and when it makes sense it leads to action.
 - b. Information gathered by sensors is given to the memory of the brain, which when stored will lead to actions.
 - c. Information gathered by sensors is given to the brain, who makes the decisions which lead to action.

5. A team leader tells you not to follow the Maintenance Procedures, because he knows a quicker procedure. After completion of the quicker procedure, you sign for completion:
 - a. This is a disadvantage of teamwork, a team tends to frequently differ from regulations.
 - b. This is an advantage of teamwork, you learn from each other.
 - c. This is an advantage of teamwork, the team leader is responsible for all work performed, so he decides.

6. What is the essence of the theory of Maslow?
 - a. This pyramid shows us that higher needs can be met if the primary needs are missing.
 - b. This theory shows which factors motivate people.
 - c. This theory shows which factors de-motivate people.

- 7.** To remain in a good healthy condition, you should:
- Eat regular and balanced.
 - Drink at least 3 glasses (250 ml) of a liquid containing a high amount of caffeine during the day.
 - Eat at least 150 grams of sugar, at 09:00 and 13:00 and 18:00.
- 8.** Is the performance of people related to stress?
- Yes, stress can be useful, but should not exceed the breaking point.
 - No, stress is not good. Stress directly results in a lower performance.
 - No, "performance of people" and "stress" are not related to each other.
- 9.** After consuming alcohol (4 glasses) you should not;
- Work in the next 36 hours.
 - Work in the next 12 hours.
 - Work in the next 4 hours.
- 10.** What can be a direct negative effect of being exposed to a toxic gas ?
- The circadian rhythm can be disturbed.
 - Red fingernails.
 - Eye irritation.
- 11.** Insufficient illumination can cause decreased visual perception, but it also can result in....
- visual fatigue.
 - a higher mental state of alertness.
 - an improved hearing capacity.
- 12.** Give the meaning of the abbreviation: FOD.
- Flight Object Damage
 - Foreign Object Disaster
 - Foreign Object Damage
- 13.** What is a typical example of a repetitive task (sometimes referred to as a recurring task) ?
- Verifying the part number and serial number of the Nose Landing Gear actuator.
 - Performing a Detailed Visual Inspection of the rudder control cables.
 - Checking for defects on tyres.

- 14.** A Flight Management Computer is an example of a:
- Discrete system
 - Simple system
 - Complex system
- 15.** Research indicates that ... % of all messages are understood.
- 30%
 - 93%
 - 5%
- 16.** At the end of a shift, you want to go home. But the task is not finished. You intend to continue the work (the task) the next day. How should this be communicated ?
- You tell (verbal communication) your team leader that the task is almost finished and you go home.
 - A report (written communication) is not needed, because you will finish the task the next day.
 - You must record (written communication) the work performed and write that the task is not finished.
- 17.** Recent study of errors showed the highest number of errors with:
- Incorrect parts
 - Incorrect installation
 - Omissions
- 18.** Which system helps us to avoid and manage errors?
- SMS and SAR
 - MORS and SMS
 - Safety System and managed System
- 19.** What should be verified before a maintenance activity starts in respect to safety?
- The cargo does not have hazardous materials.
 - The aircraft is on the parking brake.
 - Power is deactivated from systems, such as electricity, air and hydraulic power.

- 20.** During maintenance you disconnect a fuel line which starts leaking a large amount of fuel. What is the first action you perform?
- a. Obtain and approve fire extinguisher.
 - b. Call the responsible person.
 - c. Make sure you don't get fuel on your body.