

## 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.

*If choice c is selected set score to 1.*

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.

*If choice a is selected set score to 1.*

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.

*If choice c is selected set score to 1.*

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.

*If choice c is selected set score to 1.*

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.

*If choice a is selected set score to 1.*

- 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.

*If choice b is selected set score to 1.*

- 7.** To remain in a good healthy condition, you should:
- (a) Eat regular and balanced.
  - (b) Drink at least 3 glasses (250 ml) of a liquid containing a high amount of caffeine during the day.
  - (c) Eat at least 150 grams of sugar, at 09:00 and 13:00 and 18:00.

*If choice a is selected set score to 1.*

- 8.** Is the performance of people related to stress?
- (a) Yes, stress can be useful, but should not exceed the breaking point.
  - (b) No, stress is not good. Stress directly results in a lower performance.
  - (c) No, "performance of people" and "stress" are not related to each other.

*If choice a is selected set score to 1.*

- 9.** After consuming alcohol (4 glasses) you should not;
- (a) Work in the next 36 hours.
  - (b) Work in the next 12 hours.
  - (c) Work in the next 4 hours.

*If choice b is selected set score to 1.*

- 10.** What can be a direct negative effect of being exposed to a toxic gas ?
- (a) The circadian rhythm can be disturbed.
  - (b) Red fingernails.
  - (c) Eye irritation.

*If choice c is selected set score to 1.*

**11.** Insufficient illumination can cause decreased visual perception, but it also can result in....

- (a) visual fatigue.
- o (b) a higher mental state of alertness.
- o (c) an improved hearing capacity.

*If choice a is selected set score to 1.*

**12.** Give the meaning of the abbreviation: FOD.

- o (a) Flight Object Damage
- o (b) Foreign Object Disaster
- (c) Foreign Object Damage

*If choice c is selected set score to 1.*

**13.** What is a typical example of a repetitive task (sometimes referred to as a recurring task) ?

- o (a) Verifying the part number and serial number of the Nose Landing Gear actuator.
- o (b) Performing a Detailed Visual Inspection of the rudder control cables.
- (c) Checking for defects on tyres.

*If choice c is selected set score to 1.*

**14.** A Flight Management Computer is an example of a:

- o (a) Discrete system
- o (b) Simple system
- (c) Complex system

*If choice c is selected set score to 1.*

**15.** Research indicates that ... % of all messages are understood.

- (a) 30%
- o (b) 93%
- o (c) 5%

*If choice a is selected set score to 1.*

**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 ?

- o (a) You tell (verbal communication) your team leader that the task is almost finished and you go home.

- (b) A report (written communication) is not needed, because you will finish the task the next day.
- (c) You must record (written communication) the work performed and write that the task is not finished.

*If choice c is selected set score to 1.*

**17.** Recent study of errors showed the highest number of errors with:

- (a) Incorrect parts
- (b) Incorrect installation
- (c) Omissions

*If choice c is selected set score to 1.*

**18.** Which system helps us to avoid and manage errors?

- (a) SMS and SAR
- (b) MORS and SMS
- (c) Safety System and managed System

*If choice b is selected set score to 1.*

**19.** What should be verified before a maintenance activity starts in respect to safety?

- (a) The cargo does not have hazardous materials.
- (b) The aircraft is on the parking brake.
- (c) Power is deactivated from systems, such as electricity, air and hydraulic power.

*If choice c is selected set score to 1.*

**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.

*If choice c is selected set score to 1.*

***If assessment score is 75% to 100% Pass  
If assessment score is 0% to 74% Fail***