



**Figure 14-19.** *Complacency.*

detail that needs attention. It is estimated that 15 percent of maintenance related errors are caused by distractions.

Distractions can be mental or physical in nature. They can occur when the work is located on the aircraft or in the hangar. They can also occur in the psyche of the technician independent of the work environment. Something as simple as a cell phone call or a new aircraft being pushed into the hangar can disrupt the technician's concentration on a job. Less visible is a difficult family or financial matter or other personal issues that may occupy the technician's thought

process as work is performed. This can make performance of the required maintenance less effective.

Whatever their nature, numerous distractions can occur during the course of maintaining an aircraft. The technician must recognize when attention to the job at hand is being diverted and assure that work continues correctly. A good practice is to go back three steps in the work procedure from when distraction occurred and resume the job from that point. Using of a detailed step-by-step written procedure and signing off each step only after it is completed also helps. Incomplete