

A.I.A.

Improvement through **risk** analysis

The DGA was able to define the necessary modernisation measures and to clarify the human resources issue based on the audit performed by Cetim at the A.I.A surface treatment workshop in Clermont-Ferrand.



OUR CUSTOMER

Corporate name

A.I.A., Atelier Industriel de l'Aéronautique (Direction générale de l'armement)

Workforce

1300 people

Country

France

Activity

The AIA of Clermont-Ferrand, Bordeaux and Cuers-Pierrefeu form the units of the Service of aeronautical maintenance, entity of the General delegation of weaponry. Thanks to the association of knowledges and skills of these three sites, SMA is a major actor in the field of aeronautical maintenance

The Atelier Industriel de l'Aéronautique (A.I.A.) in Clermont Ferrand ensures the repair and remanufacturing of aircraft parts. Because of technical incidents in the surface treatment workshop and various blockings on the human level, DGA decided to react and to order an audit of the workshop which employs about fifteen people. Two experts of Cetim were commissioned, one for the technical and regulatory aspect and the other for the human ones.

A carefully thought-out modernization...

During two days on the spot, Cetim experts implemented the PROGRESS process

(acronym for Performances of Resources and Organization for the Risk Management) "Environment and Safety". They noticed that the workshop was efficient and overall in conformity with the regulation. DGA's managers were reassured. Didier Laupin, in charge of the Repair and Manufacturing department, says: "We got the confirmation that the workshop was viable, even if it had to be modernized on certain aspects."

... and release of human blockings...

The study showed that the incidents mostly resulted from drifts related to human factors. DGA thus re-examined the organization of its maintenance. It also launched training sessions in the field of safety (handling of dangerous substances and techniques for immersion in treatment baths). For Didier Laupin, this study also made it possible to calm down the workshop and to restore the dialogue: "Each one became aware of the constraints of the other and of the overall issue. The operators appreciated to be listened and asked for their opinion. The managers now have a precise idea of the drifts causes. They know exactly at which level it is necessary to act". By mutual agreement, managers and employees even committed themselves to reduce the risk level before the end of the following year.

Cetim's asset



Its capacity to identify the causes of dysfunctions for technical, regulatory and human aspects. Its precise knowledge of workmanship in mechanics and surface treatment.