



AF-HB-9800-001

Human Factors, Supervision and Critical-Work Handbook

Space / Aviation / Defense

FIRST EDITION

AF 9800 SUPPORTING DOCUMENT

Document identity and use

FIRST EDITION MANUSCRIPT - Prepared for Aerospace Federation review

Field	Controlled identity
Document	AF-HB-9800-001 - Human Factors, Supervision and Critical-Work Handbook
Parent standard	AF 9800 - Aerospace Maintenance & Personnel Competence
Edition / language	FIRST EDITION / English master text
Family	Manuals
Primary source anchors	6, 19-24, 36; Annexes C, G-I, L
Suggested local owner	Human factors and supervision owner
Authority	Publisher approval and effective date are not assigned. Local use requires authorized adoption and completed parameters.

Use with the main standard

This document implements the identified AF 9800 clauses and annexes. Read the complete applicable requirements in the main standard. The source anchors are navigation references; a template does not replace technical judgement, evidence, permission or eligible approval.

AF-ML-9800-001 lists the complete supporting set. AF-CM-9800-001 maps the main clauses and annexes to working documents. AF-TP-9800-001 establishes the common local parameter baseline; add the relevant discipline profiles.

Record control

Identify the object, configuration, record owner and dates. Reference attachments by stable identifier and version. Keep superseded evidence and decisions traceable. Use the approved local retention, access and authentication arrangements. No technical limit, numerical limit, interval or acceptance value is assigned by a blank template.

Implementation model: Translate the stated responsibilities and controls into the actual organization. Informative examples remain explanatory; use approved programme-specific values for operational decisions.

1 Recognize conditions that shape performance

1.1 Work-system observation

Supervisors examine access, visibility, instructions, workload, interruption and simultaneous tasks before work. AF-PR-9800-002 records hazards and controls. A recurring workaround is evidence for review; it is not proof that the approved process is adequate because experienced staff manage to compensate.

1.2 Reporting and respectful response

Provide accessible routes for mistakes, fatigue, near misses and uncertainty. Protect the asset and people first, then establish facts fairly. Record functional restrictions without unnecessary personal details. Avoid assuming that silence means absence of problems or that reported errors identify the only affected tasks.

2 Protect supervision and handover

2.1 Meaningful oversight

AF-PR-9800-014 requires supervisors to have realistic capacity to observe and intervene. Define reserved actions and hold points for trainees. Remote supervision needs suitable visibility and intervention arrangements; a person named on a roster cannot compensate for unavailable oversight.

2.2 Exact work state

Use AF-WI-9800-008 to preserve completed and pending steps, temporary configurations, tools, access and inspection needs. The receiver checks actual state and resolves uncertainty before continuation. Critical exchanges require confirmation of understanding, particularly across language, time-zone and organizational boundaries.

3 Capture errors before closure

3.1 Critical-task checks

AF-PR-9800-018 identifies required independent checks and their timing. The eligible checker examines specified attributes while access is available and records actual observations. Alternative error-capture methods require an expressly permitted basis. A second signature without the required examination is not independent verification.

3.2 Specialist limits and restoration

AF-PR-9800-019 preserves inspection coverage and detection limits. Absence of an indication is bounded by method capability. Before closure, reconcile tools, foreign objects, temporary fittings, test connections and disturbed interfaces. Unexplained discrepancies retain a blocked scope and technical owner.

4 Learn from real events

4.1 Investigation beyond labels

AF-PR-9800-029 examines instructions, tools, staffing, planning, supervision and communication alongside individual actions. Separate factual evidence from hypotheses. Calling an event human error does not explain why barriers failed or identify a complete corrective response.

4.2 Verify the remedy

Use retraining when an evidenced knowledge or skill gap exists. Validate procedure, equipment or workload changes where those address the cause. AF-PR-9800-027 verifies effectiveness over relevant work. Share useful lessons and update role criteria without exposing unnecessary personal information.

Required evidence: Human-factor risk review; actual supervisory allocation; work-state handover; required checks; cause-based learning and effectiveness evidence.

Decision control: Stopping uncertain work is a protective action; it does not itself determine blame or final technical disposition.