

LOUKIA D. LOUKOPOULOU, Ph. D.

Aviation Psychologist, Human Factors Researcher

EDUCATION

1997	University of Massachusetts Amherst, MA, USA	<i>Ph.D., Cognitive Psychology (minors: statistics and exercise science)</i>
1994	University of Massachusetts Amherst, MA, USA	<i>M.S., Cognitive Psychology</i>
1991	Clark University Worcester, MA, USA	<i>B.A., Psychology (minors: biology and computer science)</i>

SPECIALIZATION

1998	Naval Operational Medicine Institute Pensacola, FL, USA	<i>Aerospace Experimental Psychology U.S. Naval Flight Surgeon Training</i>
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MILITARY SERVICE

1997-2003	United States Navy, Aerospace Experimental Psychologist Voluntary separation (honorable discharge) with the rank of <i>Lieutenant Commander</i>
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PROFESSIONAL EXPERIENCE

2000-present	National Aeronautics and Space Administration (NASA) Ames Research Center, Human Systems Integration Division, Moffett Field, CA, USA <i>San Jose State University Research Foundation, Senior Research Associate</i>
2006-present	Hellenic Air Accident Investigation and Aviation Safety Board <i>Human Factors consultant</i> Hellenic Institute of Transport, Center for Research and Technology <i>Research Scientist</i>
2004-present	Aviation Safety Officer School, Hellenic Air Force <i>Instructor - Human Factors, Pilot Error, Human Factors Analysis and Classification System (HFACS)</i>
2005-2006	Member of the <i>Investigation Team</i> of the Helios Airways flight #522 accident that occurred at Grammatiko, outside Athens, Greece on 8/14/2005
1998-2000	Naval Operational Medicine Institute, Pensacola, FL, USA <i>Personnel Selection Division Officer</i>

RESEARCH EXPERIENCE & INTERESTS

Cognitive analysis of the demands of the routine flight environment:

- Jumpseat observation of flight crews during passenger-carrying flights on B-737 aircraft,
- Analysis of routine concurrent task demands, interruptions, and distractions and their effects on flight crew performance,
- Analysis of Flight Operational Manuals and the effectiveness of procedures in the operational setting,
- Identification of operational factors that increase pilots' vulnerability to error.
- Redesign of normal procedures to best reflect operational reality and protect flight crews from inadvertent errors.

Aircraft accident and incident investigation and analysis, focusing on Human Factors issues.

BOOKS

- Loukopoulos, L.D., Dismukes, R.K., & Barshi, I. (2009). *The Multi-Tasking Myth: Handling Complexity in Real-World Operations*. Aldershot, UK: Ashgate Publishing Limited.
- Dismukes, R.K., Berman, B., & Loukopoulos, L.D. (2007). *The Limits of Expertise: Rethinking Pilot Error and the Causes of Airline Accidents*. Aldershot, UK: Ashgate Publishing Limited.

RECENT PUBLICATIONS

- Dismukes, R.K., Berman, B., & Loukopoulos, L.D., (2009). Converging themes: the deep structure of accidents. Chapter 4 in R. Key Dismukes (Ed.), *Human Error in Aviation*, Aldershot, UK: Ashgate Publishing Limited.
- Loukopoulos, L.D., Dismukes, R.K., & Barshi, I. (2003). The challenge of routine flight operations. *Proceedings of the 22nd European Conference on Human Decision Making and Manual Control*, Linköping, Sweden.
- Dismukes, R.K., Loukopoulos, L.D., & Barshi, I. (2003). Concurrent task demands and pilot error in airport surface operations. *Proceedings of the Flight Safety Foundation 56th Annual International Air Safety Seminar*, Washington, DC.
- Loukopoulos, L.D., Dismukes, R.K., & Barshi, I. (2001). Cockpit interruptions and distractions: A line observation study. *Proceedings of the 11th International Symposium on Aviation Psychology*, Columbus, Ohio, USA.
- Dismukes, R.K., Loukopoulos, L.D., & Jobe, K. (2001). The challenges of managing concurrent and deferred tasks. *Proceedings of the 11th International Symposium on Aviation Psychology*, Columbus, Ohio, USA.

RECENT PRESENTATIONS

- Loukopoulos, L.D. (2009, March). *The Hidden Complexity of Cockpit Operations*. 21st Annual European Aviation Safety Seminar of the Flight Safety Foundation. Nicosia, Cyprus.
- Loukopoulos, L.D. (2008, October). *Pilot error: all skilled experts make mistakes*. Working on Safety Conference, 4th International Conference, Prevention of Occupational Accidents in a Changing Work Environment, Herakleion, Crete, Greece.
- Loukopoulos, L.D. (2008, August). *Even pilots get interrupted!* American Psychological Association, 166th Annual Convention, Boston, Massachusetts, USA. (invited)
- Loukopoulos, L.D. (2008, June). *Human Error Analysis - Accident of flight HCY522 on 14/8/2005* ICARUS Aero Expo, 1st International Aviation Exhibition, Athens, Greece. (invited)
- Loukopoulos, L.D. (2008, May). *Pilot error: challenges of the routine operational environment*. IFALPA/SEPLA Safety Seminar, Barcelona, Spain. (invited).
- Loukopoulos, L.D. (2007, July). *Pilot error in routine operations*. Instructor at the International Summer School on Aviation Psychology, Graz, Austria. (invited)
- Barshi, I., Degani, A., Loukopoulos, L., & Mauro, R. (2007, May). *Between the lab and the field: Analytical methodologies in the study of human capabilities for the sake of reducing human error*. International Symposium on Aviation Psychology, Dayton, Ohio, USA.
- Barshi, I., Mauro, R., Degani, A., & Loukopoulos, L.D. (2006, July). *Understanding human error: Implications for the design of equipment, procedures, and training*. 26th International Congress of Applied Psychology, Athens, Greece.
- Loukopoulos, L.D. (2006, June). *Aviation Human Factors, pilot error, and case studies*. International Society of Air Safety Investigators (ISASI) Reachout Seminar, Flight Safety and Accident Prevention, Larnaca, Cyprus. (invited)
- Loukopoulos, L.D. (2005, November). *Training for error management in daily flight operations*. 21st Airbus Human Factors Symposium, Madrid, Spain. (invited)