

Michael Hagler is currently a Duty Manager at Delta Airlines. He manages two shifts of aircraft maintenance teams. During a 22 year maintenance career with American Airlines, Mike held positions as a Line Maintenance Technician, Lead mechanic, Production Supervisor, Shift Manager and finally as Station Manager of Seattle Aircraft Maintenance. After retiring from American, Mike joined Delta Air Lines, while there, he has partnered with researchers at University of Washington on the cognitive workload of maintainers. He is deeply involved in maintenance education and works with regional and national education organizations. He understands the need for and value of human factors and the many human factors challenges in the maintenance environment. He created and currently administers an industry leading aircraft maintenance intern program partnership between Delta and South Seattle College. The intent of this program is to allow students to gain real world, hands-on experience in an airline maintenance line environment, augmenting their situational and human factors awareness, among other enhancing other skill sets.