Tapping into the Future of Mixed Reality to improve Training Efficiency and Customer Service

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WHAT IS AUGMENTED REALITY?
Augmented Reality glasses have wireless digital computers with head tracking which respond to voice and hand gestures.
Bridge the gap between classroom, simulation and aircraft.
Interactive Augmented reality allows practice procedures anytime and at any place.
HOW CAN WE USE AUGMENTED REALITY IN AVIATION TRAINING?

- Create virtual equipment
- Create virtual Cabin trainers for Procedure Training
- Supplement training procedures with digital content
- Integrate Augmented reality into Operations for customer service
- Overlay digital content onto printed or real objects in the aircraft
AIRCRAFT FAMILIARIZATION AND SAFETY CHECK
AIRCRAFT FAMILIARIZATION INSIDE AND OUT
EASY TO CHANGE FOR VARIOUS AIRCRAFT CONFIGURATIONS
PRACTICE PROCEDURES
MULTI PARTICIPANTS FROM DIFFERENT LOCATIONS
OVERLAY VIDEO OR TRAINING ONTO REAL AIRCRAFT SURFACES
Flight Attendant Operations Manual

CHECKLISTS

FLIGHT ATTENDANT SAFETY CHECKLIST

CHECKLIST FOR LAND EMERGENCY

CHECKLIST FOR DITCHING EMERGENCY
Look for fire or other hazard.
- If hazard exists, block exit and redirect customers.
- If hazard does not exist, operate exit.

Assessing Conditions (Ditching)

Look for water level above bottom of door.
- If hazard exists, block exit and redirect customers.
- If hazard does not exist, operate exit.

Exit Operation (Land)

Use of evacuation device:
Create Virtual Training and Lab equipment when Space and Resources are lacking.

Japan Airlines Augmented Engine
Instructor can see what the student is doing on his computer and interact in real time from any location. Session is filmed for debrief.
ENHANCING CUSTOMER SERVICE AT AIR NEW ZEALAND.

Customer Details
- Karl Griffin
- Koru
- Gluten Intolerant
- Green Tea

Flight Details
- NZ2 AKL LHR

Emotion
- Anxious

Time Details
- Time since last drink: 02:24
- Time since last meal: 03:16
- Time since last visit: 06:10

This technology could allow us to anticipate our customer’s needs and then tailor our service so that from the moment they step onboard,
The best way to predict the future is to invent it. It is a very good time to start inventing the future of aviation training.

Join us on this journey
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