Human Factors Awareness
aligned with RM13010
4 hour Programme

Smallpeice Enterprises
business improvement training

Overview

The concept of 'Human Factors' represents the way that People, Programmes & Processes, the Work Environment, Organisation and Equipment - all work together as a system. With the individual at the centre of that system: any flaws in the system impact the performance of the individual, and any flaws in the individual impact the system. Evidencing that Human Factors have been considered is now a mandatory requirement embedded into the SAE AS13100 standard and as such a reference manual RM13010 has been written to provide supplemental information and guidance on this key topic. This half-day workshop provides a concise introduction to the range of human factors that can affect performance and which should considered in relation to any improvement or problem solving campaign.

Once the concept of human factors is understood, the workshop will move on to considering tactics that can be used to improve the management of these issues which can otherwise create errors and which should be considered within any design, change management, or root cause investigation.

A mix of theory and interactive group activities / discussions will help delegates to understand what Human Factors will mean back in the workplace and what course of actions are required to meet the RM 13010 standard.

Training Content

Introduction to Human Factors
Human Performance and Limitations
- Exploring vision & hearing
- Information processing; attention and perception; memory
- Phobias / restrictions in the workplace that impact issues

Teamwork / Safety / Organisational factors / Professionalism
- Social psychology; responsibility: individual and group
- Motivation & de-motivation; peer pressure; 'culture' issues
- Management, supervision and leadership

Physiological Factors Affecting Performance
- Fitness/health; Stress: domestic and work related
- Workload: overload and underload
- Sleep fatigue, shift work; alcohol, medication, drug abuse
- Time pressures that contribute to problems

Environment & Hazards in the Workplace
- Noise & fumes: illumination; climate & temperature
- Motion & vibration
- Is our working environment conducive to working well

Misunderstanding Processes & Procedures
- Badly written SOPs, ambiguous Instructions,
- Shift handovers, Silo mentality between depts
- How clear are our current instructions ?

Summary & next actions
- Group discussion: 'where are we now / how do we move forward'
- Application within your workplace
- How do we create a 'Just Culture'?
- What do we need to do next?