



PERFORMANCE
AND DILIGENCE

Human Factors



Description

Human Factors: to react accordingly

Human factors are part of man, its trace left on an event. The human factor contributes to composing the curves of the relationship between man and his environment. But the human factor also represents the analysis process leading to the human error: pilot errors, judicial errors or for example, programming errors.

When it comes to health and safety at work, accidents are often related to human error. The question is why and how an employee has committed this error?

The purpose of this course is to enable staff members to recognize « human factors » when they occur and to react accordingly.

Target Audience

All staff members (managerial staff and employees) working in the industry.

Objectives

Raise awareness about human error by demonstrating ways to prevent or reduce the appearance and the consequences of human error in the industry.

Course content

- History of human factors;
- Definition of human error;
- The automatic and conscious execution of tasks based on knowledge, rules and skills;
- Two types of errors;
- The probability of success vs failure;
- Causes of accidents :

- The domino theory of Herbert William Heinrich,
- James Reason « fromage suisse » theory,
- Frank E. Bird's pyramid,
- The 12 « vices »,
- A security culture and workplace health and safety management systems.

Educational approach

Presentations, class participation, demonstrations, videos and documents provided to the participants.

Evaluation

An exam is used to assess knowledge.

Duration

8 hours.