

# € TRAINING

Human Error Analysis & Prevention

A photograph of four smiling professionals (two men and two women) in a meeting setting. They are wearing white shirts. The image is partially obscured by a large blue curved graphic element that sweeps across the top and right sides of the page.

12 - 16 August 2024  
Kuala Lumpur (Malaysia)



# Human Error Analysis & Prevention

REF: C722 DATE: 12 - 16 August 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

## Introduction:

Human errors refer to the environmental, organizational, and job factors, and human and individual characteristics which influence the behavior at work in a way which can affect an organization's health and safety performance. A simple way to view human error is to think about three aspects: the job, the individual and the organization, and how they interact to impact health and safety-related human behavior.

After an accident involving human failure - using human error analysis tools can identify the causes and contributing human error factors. Establishing these underlying causes of an accident/incident is the key to preventing similar human error accidents/incidents.

This conference is aimed at providing delegates with the practical on-site knowledge and skills to develop and successfully implement effective human error analysis techniques.

## Conference Objectives:

At the end of this conference the participants will be able to:

- Learn the underlying reasons why human errors occur
- Explain the various human error analysis techniques and how they can be used
- Learn how to assist others in your organization in dealing with human performance in your operations
- Show how human behavior can lead to human errors and incidents/accidents
- Review practical case studies to show how other organizations have used human error analysis techniques to prevent human errors in the workplace

## Targeted Audience:

- HR Professionals
- Those seeking new prevention and mitigation approaches to solve human performance problems
- Those seeking techniques to analyze facilities, systems, and operations proactively and reactively

## Conference Outlines:

### Unit 1: Introduction to Human Error:

- What is human error?
- Understanding the different types of human error
- Human Error related workplace and job task causation factors
- Human failures in the causes of accidents/incidents
- Define human error and prevention objectives

## Unit 2: Human Error Analysis Factors:

- Managing Rule-Breaking situations Violations
- Human behavior patterns leading to human errors
- Cultural behavior and sensory and perception
- Using the Shell "Hearts and Minds" toolkit to improve human behavioral factors
- The different types of human errors and prevention options

## Unit 3: Observation Methods for Unsafe Acts and Conditions:

- Using the Dupont "STOP" on-site safety observation tool for
  - Observing Substandard Practices and behavior
  - Observing Substandard Conditions
- Using "Job Safety Analysis" to identify and assesses types of human errors
- Identify human errors of presented accident scenario

## Unit 4: Human Error Analysis Techniques:

- Analyzing site operations human error situations
- Using the "Human Reliability Assessment" HRA human error analysis technique
- Human error observation and prevention options
- Options and Solutions for preventing human errors
- Using the Fault Tree Analysis method to analyze human errors

## Unit 5: Human Error Analysis & Prevention - Getting Started:

- Identifying and categorizing human errors in the workplace
- Considering Human factors when analyzing incidents and accidents
- Review of Human factors in existing work methods and procedures
- Human error analysis within the health and safety management system
- Checklist for observing human errors in the workplace