MINIMIZING HUMAN ERROR

Day 1
8:00 Opening and Introductions
8:30 Impact of Human Error in Industry and World Safety
    Types of Human Error
    Human Performance
9:45 Break
10:00 State of Mind
    Environmental Conditions
    Culture
11:45 Lunch
12:45 Roles and Responsibilities
    Communication
    Knowledgebase, Training, Qualifications
    Collaboration with Expertise
2:45 Break
3:00 Human-centered Design,
    “What-if” Scenarios and Management Strategies
    Policies, Procedures, Instructions and Aids
4:30 Review

Day 2
8:00 Management of Change/Change Control,
    Self-checking, Cross-checking & Independent Verification
9:45 Break
10:00 Continuous Improvement Initiatives
11:45 Lunch
12:45 Real World Scenarios Discussion
2:45 Break
3:00 Continue Real World Scenarios Discussion
4:30 Review & Take Aways