



*Training Course:
Human Error Analysis & Prevention*

*12 - 16 July 2027
Kuala Lumpur (Malaysia)*

Training Course: Human Error Analysis & Prevention

Training Course code: HE7022 From: 12 - 16 July 2027 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 6300 € Euro

Introduction

Human errors arise from environmental, organizational, job factors, and individual characteristics that influence workplace behavior and affect health and safety performance. These errors stem from the interaction between the job, individual, and organization. After accidents involving human failure, analysis tools can uncover root causes and contributing factors, aiding in prevention. This course equips participants with practical skills to develop and implement effective human error analysis techniques on-site.

Objectives

- Explain the various human error analysis techniques and how they can be used
- Show how human behavior can lead to human errors and incidents/accidents
- Provide practical ideas and methods for observing and preventing human errors
- Review practical case studies to show how other organizations have used human error analysis techniques to prevent human errors in the workplace

Target Audience

- Managers and Supervisors: Individuals responsible for overseeing teams and ensuring operational efficiency and safety.
- Safety Officers: Professionals tasked with maintaining safe working environments and reducing incidents.
- Quality Control Managers: Those involved in ensuring product and service quality, with a focus on error reduction.
- Engineers: Particularly those working in system design, process engineering, and operations where human error can affect performance.
- Healthcare Professionals: Medical staff who need to understand and reduce human errors in patient care.
- Aviation and Transport Professionals: Individuals in high-risk industries where human error can lead to serious accidents.
- HR and Training Professionals: Those responsible for employee training and safety programs.
- Anyone involved in process improvement: Individuals working to improve operational processes and reduce human error in their organization.

Outlines

DAY 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
- Exercise: Define human error and prevention objectives

DAY 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
- Exercise: List the different types of human errors and prevention options

DAY 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
- Exercise: Identify human errors of presented accident scenario

DAY 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
- Exercise: Using Fault Tree Analysis method to analyze human errors

DAY 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
- Exercise: Checklist for observing human errors in the workplace
- Course Review: Key points summary of course topics

Registration form on the Training Course: Human Error Analysis & Prevention

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