



Procedure Error Reduction for Managers

Overview: This workshop is designed to increase management understanding of

- How human performance fundamentals interrelate with field procedure errors
- Deviation potential (why people don't do what procedures say)
- The relationship between error traps, deviation potential, and procedure use & adherence
- How to identify and avoid the procedure related traps and drivers
- Methods to deal with identified procedure related issues

Objectives:

- Discuss how human performance fundamentals applies to procedures
- Discuss the concepts of procedure error traps, including describing the top five procedure error traps
- Describe deviation potential and the components that describe why people deviate from requirements
- Implement strategies to deal with identified procedure error traps and drivers

Duration & Delivery Format: 4 Hours - Classroom