

Human Factor Root Cause Analysis Training

Consistently identify opportunities for performance improvement

1-Day Course Overview

HUMAN FACTOR ROOT CAUSE ANALYSIS

The [S-R-P] approach to human factor root cause analysis provides operations managers and supervisors with a practical and straight-forward, step-by-step method for analysing the problems resulting from unwanted human behaviour.

A structured, organised way of thinking about human performance that guides you to pinpoint quickly the unique personal, organisational and environmental elements that combine and interact to produce unwanted human performance on the job.

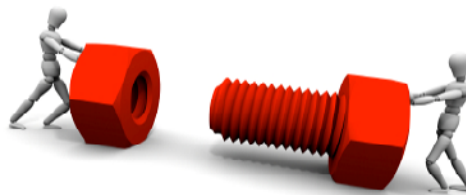
- A framework for understanding how to deal with human errors
- A standard, ordered process for identifying the causes of unwanted performance
- A directed thinking process to identify the contribution of personal dispositions to human error
- A structured way to contextualise the personal behaviour with conditions within the environment
- A step-by-step process for evaluating and analysing best control options within a business operating environment.

CALL US NOW

+61 (2) 9264 0888

REGISTER TO ATTEND THIS HIGH IMPACT 1-DAY COURSE

It is good practice to systemically improve performance – in tough times it is a must!



HUMAN FACTOR ROOT CAUSE ANALYSIS 1 Day Training Course

**Wed 18th February 2009 -SYDNEY
Tuesday 19th May 2009- SYDNEY**

Only AUD \$440.00 per person

At the completion of this course participants will have a structured analysis framework that will consistently identify strategies to remove from the workplace environment conditions that are working to persuade employees to take chances; creating opportunities for employees to make mistakes or even placing inappropriate stresses on individual employees leading to in-effective behaviour.

On an individual basis you may be able to ask employees to "take more care" but enterprise size organisations minimise their risk and maximise their performance by systemically ensuring that every opportunity for optimum performance is managed systemically.

With its focus on systemic solutions, appropriate to enterprise size organisations, graduates of this course will have a structured process to broadly consider some of the governance and cultural issues.

Regardless of the way the human factor, behavioural root causes were identified graduates of this course will have a structured approach to identifying solutions that stick and are appropriate systemic deployment through a lessons learned system.

RAID™ Human Factor Root Cause Analysis is developed by Decision System Inc. exclusively distributed and represented by S-R-P in Australia, New Zealand and the Asia Pacific Region

THE METHODOLOGY ...

The basis of the [S-R-P] human factor root cause analysis training approach is the Raid™ methodology developed by Decision Systems Inc.

This is a patented methodology was developed as a consequence of DSI's consulting working on some of the world's most complex problem solving challenges.

Including the USA/Canada Electricity Blackout, the Hanford Plutonium Clean-up and many less high-profile problem solving assignments with Airlines, Banks and International Logistics Firms & Defence.

The methodology focuses on the behavioural dimensions, the influences that positively or negatively impact on an individual's decision to follow the expected behavioural patterns within the workplace or to make a choice to do something different.

Examining the elements in human behaviour that come into play on-the-job, and identifies opportunities for the organisation to change they way they do things.

These changes help individuals avoid taking the wrong actions, making the wrong decisions and placing themselves in the wrong situations.

Our approach focuses on four elements as a causal system within a root cause analysis framework.

- Requirement
- Assignment
- Inducement
- Disposition

www.s-r-p.biz



FAX YOUR REGISTRATION FORM TO:

+61 (2) 8916 6435

Course Outline

- Introduction & Welcome
- Human Factor Root Cause Analysis - Conceptual Overview
- Requirement
- Assignment
- Inducement
- Disposition
- Dynamic tension of factors in the work environment
- Analysis factors for corrective action opportunities that change behavior
- Pulling it all together with Case Studies and Practice Exercises
- Documenting your human factor root cause analysis
- Systemic Considerations; Governance, Cultural and the Individual
- Feedback and Questions

NAME FOR TAX INVOICE

ORGANISATION NAME FOR TAX INVOICE

ADDRESS FOR TAX INVOICE

PAYMENT METHOD

ONLINE CREDIT CARD PAYMENT

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EFT - WESTPAC BANK

ACCOUNT NAME:

S-R-P P/L

BSB:

032 007

ACCOUNT NUMBER:

36 55 86

AUD \$440.00 TRAINING ONLY

AUD \$750.00 TRAINING & SOFTWARE

SOFTWARE ACTIVATED WITHIN 24 HRS OF

PAYMENT BEING PROCESSED

GREAT VALUE PRICE

AUD \$440.00 (inc. gst)

This is a stand alone course that will equip participants to apply the methodology immediately in their workplace.

Course Manual Included

Morning & Afternoon Tea Provided

SOFTWARE AND TRAINING BUNDLE

Software is not required for participation in this course or to apply the great human factor root cause analysis skills you will learn.

If you want to keep all of your human factor root cause analysis in one place, have them documented consistently (to allow for data interrogation for trends etc) then you may like to consider automating your human factor root cause analysis capability with the Raid™ software.

Our special software and methodology training bundle includes the one day training course; a single user copy of the RAID™ root cause analysis software (by Decision Systems Inc.) and a software training cd.

All for the special package price of:

AUD \$750.00 (inc. gst)

CONTACT US TO RUN THIS COURSE IN-HOUSE & SAVE!

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