HER

PROACT® Human Error Reduction Techniques

Reduce mistakes with HER Training

Understanding why we make mistakes is an important step in minimizing human errors so that employees have better control over actions that cause lost time in both injury and productivity.

Dig Deeper with your RCA Effort

In the Reliability world a lot of time is spent doing root cause analysis (RCA.) RCA is one of the cornerstones of a *great* Reliability effort. When RCA is performed a number of root causes are discovered and recommendations are supplied to the stakeholders for implementation. Often the stakeholders do not see the importance that the human being plays in the overall maintainability of their assets. It becomes more of a **"Let's get it running"** mentality that is satisfied at the component level and ignoring the human and systems issues.

Dealing with recommendation implementation in this manner is good if your goal is staying within a company constrained budget. However, if your goal is *continuous improvement* then this strategy will not provide the desired outcome you seek. A continuous improvement strategy should be to use the RCA tool the way that it was intended.

The results of most RCA investigations involve some element of human performance. Statistically, 67% of all equipment failures have a component that relates to a decision or an action that directly caused or contributed to the event. This is true for managers, supervisors and workers. When we do a RCA, it is essential for us to recognize the human element and to identify when these elements are important components to the overall corrective actions strategy.

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What You Will Learn

This training is a natural follow-up to behavior-based safety implementation and focuses on providing a rigorous understanding of human error, including causes and deficiencies resulting in human error, proven proactive error reduction techniques, and methods to improve human performance. This process can best be introduced using first line supervision and Environmental, Health and Safety professionals as the drivers to uncover and manage potential human error traps. When the concepts of this class are fully utilized safety incidents and accidents will significantly decline, resulting in substantial progress in your journey to safety perfection.

Workshop Topics & Techniques include:

- 28 Types of Human Errors

- 10 Human Error Traps in the Workplace

- Crew Turnover

- 10 Supervisory Skills to Reduce Human Errors

- Skill Based Error Reduction Techniques

- Rule Based Error Reduction Techniques

- Knowledge Based Error Reduction

Client Testimonial

"Plenty of good real life examples to support knowledge base."

Buddy Noland
DuPont