



AMERICAN
INDUSTRIAL
HYGIENE
ASSOCIATION
ARIZONA SECTION SINCE 1972

NOVEMBER 2, 2006
PROFESSIONAL DEVELOPMENT COURSE

MANAGING HUMAN ERROR IN COMPLEX SYSTEMS

Scott Shappell, Ph.D.
Clemson University

1 CM Sought from ABIH in Core IH rubric

MANAGING HUMAN ERROR IN COMPLEX SYSTEMS

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Human error is associated with 60 to 80% of all incidents/accidents in complex, high-risk systems such as aviation, healthcare, mining, and nuclear power industries. Managing human error is therefore fundamental to maintaining the viability and profitability of any organization. This intensive 1-day seminar provides training in the application of innovative methods for managing human error that are scientifically derived, empirically tested, and proven in the field. Participants will learn how to turn errors into information, information into knowledge, and knowledge into effective error management solutions.

During the seminar, participants will gain hands-on experience with two error management tools that have revolutionized the aviation safety industry – HFACS and HFIX. The Human Factors Analysis and Classification System (HFACS®) is a system-safety model that effectively bridges the gap between human error theory and applied human error analysis. It is a proven tool for identifying and analyzing human error in complex, high-risk systems. HFACS provides a clear understanding of the reasons errors occur so that effective intervention programs can be developed. The Human Factors Intervention matrix (HFIX®) is an innovative tool for mapping intervention strategies onto the specific forms of human error identified within the HFACS model. HFIX allows users to systematically generate comprehensive intervention strategies that directly target the underlying systemic causes of errors.

Attendees will learn how to:

- Develop effective error management and system safety programs
- Conduct an applied human error analysis during an accident or incident investigation
- Utilize the Human Factors Analysis and Classification System (HFACS®) to identify systemic causes of human error
- Implement the Human Factors Intervention matrix (HFIX®) to develop focused, data-driven safety programs



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**REGISTRATION FORM
MANAGING HUMAN ERROR IN COMPLEX SYSTEMS**
Limited to first 50 Students

Nov 2, 2006 8:00 AM – 5:00 PM
Park Plaza Hotel (formerly Wyndam)
7475 W. Chandler Boulevard, Chandler, AZ

Questions: Dawn Bolstad-Johnson, MPH, CIH
City of Phoenix Fire Department
(602) 534-6222 (tel.) dawn.bolstad@phoenix.gov

Name (Please Print) _____

Mailing Address _____

() _____ () _____ _____
Phone Number (daytime) Fax Number E-Mail Address

AIHA Arizona Section Member? YES NO

If NO, are you interested in membership? YES NO

Course Fee includes continental breakfast and lunch _____ Check here if veg. meal needed

____ \$250 Arizona Section AIHA Member **Early Bird by October 6, 2006**
____ \$300 Non-Member **Early Bird by October 6, 2006**

____ \$325 Last Minute Arizona Section AIHA Member **Last Minute, after Oct 6 – Oct. 26, 2006**
____ \$375 Non-Member **Last Minute after Oct. 6 – Oct. 26, 2006**

____ \$ 25 Yes, I'd love to pay my 2007 AZ-AIHA membership dues now

Check _____

Credit Card #, type & expiration date _____
(we can only accept credit card payments now till November)

PLEASE SUBMIT THIS COMPLETED FORM AND PAYMENT TO
AMERICAN INDUSTRIAL HYGIENE ASSOCIATION, ARIZONA SECTION
P.O. BOX 3575
PHOENIX, AZ 85030
FAX: Attention Dawn Bolstad-Johnson (602)-495-2089