

# HUMAN BEINGS

## PROACT® Human Error Reduction Strategies Workshop

*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*

**Only Available On-Site at Your Facility**

### Challenging the RCA Effort to Dig Deeper

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 constrained by a budget and staying within budget is the goal. However, if the goal is continuous improvement then this strategy will not provide the desired outcome.

Most Reliability efforts are wrapped around continuous improvement. The strategy from this perspective should be to use the RCA tool in the way that it was intended. The root levels of a RCA also include looking at the human intrusion and how the many errors that we make cause components to fail. Understanding why we make mistakes is an important step in minimizing those errors so that employees have better control over actions that cause lost time in both injury and productivity.

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.

Human error as in safety is everyone's personal responsibility. How can we take responsibility for our actions if we know nothing about how we naturally operate in life and at work? RCI's PROACT® Human Error Reduction Strategies Workshop is designed to teach employees to be practitioners of reduced human error.



### The workshop covers topics and techniques such as:

- 28 Types of human errors
- 10 Human error traps in the work place
- 10 Supervisory skills to reduce human errors
- Crew turnover
- Skill based error reduction techniques
- Rule based error reduction techniques
- Knowledge based error reduction

**For more information, dates and costs contact RCI at 804-458-0645 or [info@reliability.com](mailto:info@reliability.com). Online registration is also available at [www.Reliability.com](http://www.Reliability.com).**

Training to reduce the chance for mistakes



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Buddy Noland - DuPont*