

AERO Procedure Writing Workshop Overview (2.5-days)

A key enabler toward the goal of zero - incidents, waste or non-conforming product is to be able to make the error precursors or unfavorable conditions that reduce our opportunity for success visible so they can be identified, predictable, preventable and managed or eliminated. Two of the most common error traps include vague or poor guidance and poor communication. Ineffective procedures or work instructions often contain latent conditions that serve act as the trigger for these error traps.

Day One will introduce the participant to concepts of Human Performance Modes, error, error traps, deviation potential and advance their understanding of human performance fundamentals. You will learn that "error likely situations" are a task related predicament involving a potential error being provoked by the presence of error precursors or "traps". We will explore how latent conditions can create workplace conditions that provoke error and degrade the integrity of defenses that often result in a failure to protect personnel, equipment, product or our customers.

Day Two will cover the impact procedures have on performance and the common error traps that procedures place in the way of event or incident free field performance. Procedure writers will be introduced to a proven methodology for developing error free procedures using procedure error identification & elimination techniques.

Day Three is a hands-on coaching session designed to allow the participant the chance to experiment and practice on one or more practical applications on a procedure THEY own. Each participant must bring 2-3 existing, draft or work in progress procedures with them to effectively participate in this exercise.

This course will cover the information, tools, references and materials to help you prepare to assist your location leadership team as they seek to understand different deployment mechanisms and human error prevention strategies.

After the training, participants will be able to:

- Describe human performance fundamentals and the impact procedures have on performance
- Recognize common error traps that procedures place in the way of incident-free field performance
- Increase understanding of human performance fundamentals and advanced error reduction
- Take potential error traps into consideration and apply standardized writing guidelines on which to base error free procedures
- Understand how to better utilize your EHS, Production, HR or Quality procedures to support your human performance and advanced error reduction implementation plan or enable better performance overall
- Support the deployment of advanced error reduction at your facility