ACKNOWLEDGEMENTS

Thank You for Your Support

PDA PNW Chapter

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OBJECTIVES

Give you a place to start

Learn foundations of Human Error Reduction

Take away tool(s) you can use tomorrow
Human Error Reduction

- Human Error Prevention
- Human Factors
- Human Engineering
- Human Performance
- Human Error Management
FOUNDATIONS OF HUMAN ERROR REDUCTION

HER Culture

Understand Why People Make Mistakes
HER CULTURE

Accept All Make Mistakes
Assume Positive Intent
Blame Free
Open Communication
Focus on System Approach
Blaming Language
“They should have seen that”
“You need to focus more”
“Add another review step to catch that”

HER Language
“Is the SOP clear, concise, and easy to follow”
“Change the process to prevent…”
“What tools can we implement to fix…”
WHY DO PEOPLE MAKE MISTAKES?

Brains are Built for Survival

Strongest Habit Prevails

External Stressors
**Motivation**

**Habit**

**Ability**

**CHANGE BEHAVIOR**

\[ B = M + A + H \]

Educate vs Train

Build New, Stronger Habits

Behavior Change
ELIMINATE MISTAKE OPPORTUNITIES

ERROR PROOFING
- Eliminate Opportunities
- Engineering Controls

ERROR PREVENTION
- Attention Activators
- Check Points
TWO SIMPLE TOOLS
Discuss:

- Task
- Documentation
- Roles, Responsibilities
- Critical Steps
- Potential Errors and Mitigation
- Operator Tips
- Trouble Shooting
- Stop Work Point

PRE JOB BRIEFING

- Extremely adaptable
- Focus & prepare before task
- Led by Front Line Personnel
- Supervisors Support
- Brief (10-15 min)
The following story is fictional and does not depict any actual person or event.
ROOT CAUSE DECISION TREE
Assess Systems:

• Materials
• Machine
• Maintenance
• Measurement
• Environment
• Method
• Training

ROOT CAUSE DECISION TREE

Use if "manpower" RC is identified

Ensures systems are assessed

Eliminate other causes

Leads to Meaningful CAPA
BRIEF CASE STUDY

Operator over-laid wrong compressed gas
MORE COMPLEX TOOLS
MORE HER TOOLS

Human Error Reduction Team

Value Stories

SOP Writing

Leader Coaching

Trending & Analysis

Employee Suggestions
GETTING STARTED

Resources
WHERE TO START

Resources

BioPhorum (BPOG)
NSF International
ASQ
PDA

Key Word Search

“Human Error Reduction”
“Human Performance”
"Human Factors”
“Error Proofing”
“Mistake Proofing”
“Error Reduction”
CONCLUSION

Build an HER Culture
Focus on System Approach
Start Simple
Start Tomorrow
Reach Out
THANK YOU!

Any Final Questions?