



Training Course Agenda

PDA 490 Going Deeper than Human Error: Finding More Specific Root Causes to Incidents Involving People

DAY 1

8:30 Welcome and Introductions

- Why “Human Error”?
- Regulatory Expectations
- Other Industries to Look At

10:30 Coffee/Tea Break

- Models Used to Describe Accidents and Human Error
- Our Approach: The Dirty Dozen Causes
- Activity – Event Sequence: Causes, Hazards, and Impacts

12:00 Lunch

- Determining Causes – Selected Tools Used in Root Cause Analysis
- Psychological Safety
- Now What Do We Do? Taking Appropriate Actions to Correct, Prevent and Manage

14:30 Coffee/Tea Break

- Case Studies
- How Can You Use This?
- Summary/Wrap-Up

16:00 End of Training Course