

Improving Quality by Focusing on Human Errors



A LearningPlus in-house workshop

Human error is one of most frequently cited reasons for deviations.

What can be done about it?



Description As firms improve their root-cause analysis efforts and identify equipment and processes that need improvement, the percentage of errors attributed to people increase.

This course illustrates the significant economic and human impact that some “small” human errors have had. Ap-

proaches to why human errors occur will be examined and applied to an aviation case study where a series of errors – including human errors – contributed to the loss of 49 lives in August 2006.

Course participants will be asked to consider some of the more error-prone activities they are involved with and identify some of the error-reducing techniques they can apply in their work.

LearningPlus provides on-site GMP training that can be adapted to your specific needs. Contact Jim Vesper at +1 585.442.0170 or email jvesper@learningplus.com.

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Course goal

Identify strategies and techniques that can be used to determine and prevent human errors.

Audience Those in operations, technical, maintenance, quality, development, laboratory and management.

Objectives

- Identify direct and contributing causes to human error.
- Define human error.
- Given a situation, identify points where human error occurred.
- Identify strategies and techniques that can be applied to reduce human error.
- Given a specific activity or task that is prone to human error identify specific ways that human error can be reduced. study where a series of mistakes – including human errors – contributed to the loss of 49 lives.

Length 2 or 3 hours; longer session permits more practice in using tools (check sheets) to determine human errors.