

MODULE 9A. HUMAN FACTORS

9.1 General

The need to take human factors into account;
Incidents attributable to human factors/human error;
'Murphy's' law.

9.2 Human Performance and Limitations

Vision;
Hearing;
Information processing;
Attention and perception;
Memory;
Claustrophobia and physical access.

9.3 Social Psychology

Responsibility: individual and group;
Motivation and de-motivation;
Peer pressure;
'Culture' issues;
Team working;
Management, supervision and leadership

9.4 Factors Affecting Performance

Fitness/health;
Stress: domestic and work related;
Time pressure and deadlines;
Workload: overload and under load;
Sleep and fatigue, shift work;
Alcohol, medication, drug abuse.

9.5 Physical Environment

Noise and fumes;
Illumination;
Climate and temperature;
Motion and vibration;
Working environment.

9.6 Tasks

Physical work;
Repetitive tasks;
Visual inspection;
Complex systems.

9.7 Communication

Within and between teams;
Work logging and recording;
Keeping up to date, currency;
Dissemination of information.

9.8 Human Error

Error models and theories;
Types of error in maintenance tasks;
Implications of errors (i.e accidents)
Avoiding and managing errors.

9.9 Hazards in the Workplace

Recognising and avoiding hazards;
Dealing with emergencies.