

Fact Sheet 3



Securing a successful HF programme – 10 key roll-out steps

To secure a successful HF programme within the organisation, impartial, objective and experienced support is invaluable.

Here are a few pointers to getting it right:

1. Conduct a professional needs analysis - Error Management Diagnostic (EMD) to determine what your organisation has in place?
2. Conduct a staff safety culture survey – what are the key HFEM issues that require management?
3. Top management team human factors training – establish the prize?
4. Establish an HFEM project team – centrally at ASG level – train them to a common standard/language and appoint a human factors error management leader.
5. Identify and train local unit/station level coordinators who report to the HFEM working group.
6. Develop and publish your Maintenance Error Management Systems enablers.
7. Conduct a detailed training needs analysis to formulate an appropriate focused training programme to deploy to all staff at all levels
8. Train local/central investigators
9. Deliver the training, locally/centrally and act upon any ‘car park’ issues raised during the period of training to demonstrate early commitment to the programme – secure early ‘wins’
10. Investigate and follow up and promote, communicate and recognise feedback.

If you require more information or wish to discuss this subject further please call us for an informal discussion on
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