

## DAY 1

### *Introduction to Human Error in Maintenance*

- We do not want to talk about it, but...
- The Significance of Human Error in Maintenance
- Relationship with Risk & Risk Management
- The Human Risk
- The Psychological Aspects of Human Error
  - Human Attention
  - Levels of Human Performance: Skill-based, Rule-based, Knowledge-based

## DAY 2

### *Human Error – What is it?*

- Different Types of Human Error in Maintenance
- How to identify them?
- Contributing Factors and Circumstances
- The Consequences of Maintenance Errors
- Case Study

## DAY 3

### *How to Learn from Maintenance Errors*

- Basic Methodologies to Analyse Technical Failures and Incidents
- Multiple Realities
- Subjective Views
- Effective Problem Solving
- Cause and Effect Relations
- RCA Methodologies – Application
  - Apollo RCA
  - Tripod
- Case Study

## DAY 4

### *Maintenance Error Management*

- Principles of Maintenance Error Management
- Possible measures to take:
  - Person & Team
  - Workplace & Task
  - Organisation
- Creating a Safety Culture

## DAY 5

### *Implementation Workshop*

- Implementation Aspects
- Performance Management: Influencing the Behaviour of People to Gain Better Results
- Action Plan
- Case Study