Module 9

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 underload;
Sleep and fatigue, shiftwork;
Alcohol, medication, drug abuse.

9.5 Physical Environment
Noise and fumes;
Illumination;
Climate and temperature;
Motion and vibration;
Working environment.
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9.6 Tasks 1 1 1 1
Physical work;
Repetitive tasks;
Visual inspection;
Complex systems.

9.7 Communication 2 2 2 2
Within and between teams;
Work logging and recording;
Keeping up to date, currency;
Dissemination of information.

9.8 Human Error 1 2 2 2
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 1 2 2 2
Recognising and avoiding hazards;
Dealing with emergencies.