

Fact Sheet 4



Assessing competency in HF programmes – 10 key pointers

Competence development is one of several key components underlying a successful Human Factors Programme.

It contributes alongside an organisations Culture, Training, Processes, Regulatory Compliance and Quality systems. The components for developing your organisational competency in Human Factors are Skills, Knowledge and Attitude. Competence assessment is often measured in theoretical and practical terms.

Here are 10 pointers to evaluating the performance behaviour of your staff in the application of Human Factors principles:

1. Ensure your HF training is effective – establish that it is based on accurate training needs analysis and driven by clear implementation priorities.
2. Identify the extent of system hang-ups - conduct staff surveys to establish that the organisation is creating the right environment - facilities, equipment, tooling support etc and that improvement initiatives exist.
3. Look for demonstrable returns on your HF investment with correlation in your competence development.
4. Manage and measure improvement of regulatory compliance requirements
5. Seek signs of an emergent learning culture from your Human Factors programme – more positive attitudes to safety improvement initiatives, healthy error reporting and wider interest in safety issues.
6. Look for less errors and warranty returns – clear cost / benefit contributions
7. Seek a healthy level of “fear” amongst personnel in understanding the dangers associated with bad norms, habits, and other HF issues.
8. Look for evidence of shifts in norms from bad to good
9. Listen to your workforce speak HF vocabulary, principles and practices.
10. Evaluate the profile of HF disciplines across the organisation.

For programme effectiveness and longevity Baines Simmons have developed three measurable tools for assessing competence in the application of HF:

- ▶ Observable behaviour assessment – identification of key behaviour markers
- ▶ Log Book compilation and assessment – completion of task evidence sheets
- ▶ Interview and direct observation assessment for teams and individuals

If you require more information or wish to discuss this subject further please call us for an informal discussion on **+44 (0) 1276 855 412**