



## HUMAN FACTORS

### **General**

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

### **Human Performance and Limitations**

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

### **Social Psychology**

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

### **Factors Affecting Performance**

Fitness / health.

Stress: domestic and work related. Time pressure and deadlines. Workload: over load and underload. Sleep and fatigue, shiftwork. Alcohol, medication, drug abuse.

### **Physical Environment**

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

### **Tasks**

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

### **Communication**

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

### **Human Error**

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

### **Hazards in the Workplace**

Recognising and avoiding hazards. Dealing with emergencies.