

# MASTER CLASS INCIDENT INVESTIGATION

AVIATION ACADEMY

AMSTERDAM, 16-20 APRIL 2018



# THE ART AND CRAFT OF INCIDENT INVESTIGATION

## A UNIQUE AND INTERACTIVE MASTER CLASS

**The Amsterdam University of Applied Sciences is proud to present a master class on Incident Investigations with prof. dr. John Stoop. In this highly interactive, demanding and challenging master class you will be introduced to the art and craft of incident investigation in all transport domains, with emphasis on railways and aviation. The master class is unique due to a synthesis between all phases of the investigation process: fact finding, analysis and recommendations.**

### PRACTICALITIES

#### Location

Amsterdam, The Netherlands

#### Date

16 - 20 April 2018

#### Participation fee

€1.890 excluding VAT

€1.700 early bird fee (until 17 December 2017)

#### URL

[amsterdamuas.com/mcii](http://amsterdamuas.com/mcii)

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### PARTICIPANT PROFILE

The master class is intended for experienced and newly appointed incident investigators from any transport domain. Incident investigators from other industries (nuclear, process, mining, off-shore) may also find the master class useful.

Experienced incident investigators will benefit from this master class by updating their knowledge base and learn from other transportation sectors. It is expected that newly appointed incident investigators have a solid technical and/or operational background through several years of experience so that they get the most value out of this master class.

### PROGRAM

The master class will include discussions about the theory, application to well-known and lesser-known cases, and ample room for reflection on your own practice.

We ask you to spend some preparatory time on introductory papers and case studies beforehand so that discussions are based on a solid understanding of the theory and familiarity with practical applications. The number of attendees to this master class has been limited to ensure a lively discussion and excellent group sessions. The following subjects will be discussed:

- ▶ The week commences with a day on the background of incident investigations: history, common terms, legal framework, investigation objectives and an introduction to system theory and accident models.
- ▶ On the second day we are going to discuss the investigation methodology: scope, focus and phases of the investigation process, including technical, organisational and governance solutions.
- ▶ On the third day we cover the incident analysis, conclusions and recommendations, including probable and root causes, analysis tools, generating findings and recommendations and presenting the results.
- ▶ The fourth day is aimed at applying and evaluating the incident investigation in practice, where we elaborate on several case studies.

- During the last day we will discuss the systemic aspects of incident investigation, including design errors and the complexities of human-machine interfaces and automation induced errors. We discuss resilience and the New View of 'Human Error', and look ahead to what the participants will undertake during their next incident investigation.

## COURSE INSTRUCTORS

Course instructors are members of the faculty of the Aviation Academy of the Amsterdam University of Applied Sciences.

**Prof. dr. John Stoop** is an aerospace engineer and air safety investigator and affiliated with the Aviation Academy of the Amsterdam University of Applied Sciences. He is a guest professor at both Lund University in Sweden and the Delft University of Technology in the Netherlands. He is an accredited air safety investigator and has practical experience with investigating cold cases studies in various transport modes. Together with Lloyds Register Rail he developed a training course for railway investigators in Europe for the European Railway Agency. His scientific interest is on the methodology of safety investigations in all modes of transport and he is finalizing a textbook on air safety investigations.

**Dr. Robert J. de Boer** is Professor of Aviation Engineering at the Amsterdam University of Applied Sciences since September 2009. He holds a PhD in Cognitive Engineering (Delft University of Technology, NL) and has initiated and developed team collaboration in technical environments in a variety of line management and consultancy roles. These experiences inspired his current scientific interest in organizational safety and process improvement. Robert J. has authored numerous peer-reviewed conference proceedings and journal articles.

## ABOUT THE AVIATION ACADEMY

The Aviation Academy performs practical scientific research relating to real-life cases and problems in the aviation sector, focusing on safety, MRO process improvement, composites and, airport and airspace capacity. Our goal is to improve and innovate professional practice. We perform all of our research projects in close cooperation with industry, governmental agencies and scientific institutions or universities. This ensures a solid connection with state-of-the-art scientific knowledge, as well as a focus on the most urgent and current problems and challenges on the shop floor.

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