

MASTER CLASS HUMAN FACTORS & SAFETY

WITH SPECIAL GUEST PROF. SIDNEY DEKKER
19-23 JUNE 2017



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The Aviation Academy of the Amsterdam University of Applied Sciences is proud to present a master class on Human Factors and Safety with a special guest appearance by Professor Sidney Dekker. In this inspiring, thought-provoking and demanding master class you will be confronted with your own preconceptions about safety, accountability and retribution. 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.

PROGRAM

During the five-day master class, multiple Human Factor and Safety related subjects will be discussed:

- ▶ The week commences with a discussion on Safety I and Safety II – what do we mean by that, and how does it help us to better understand safety?
- ▶ On the second day, we discuss complex socio-technical systems and emergent behavior. We will discuss the merits and disadvantages of systemic safety tools such as STAMP and FRAM, and see how insights that are generated can serve to improve structures, systems and processes.
- ▶ On the third day we discuss that accountability does not necessarily imply sanctions and punishment. Rather, accountability means being able to 'tell the account' so that others can learn too, and the system can improve.
- ▶ The fourth day is aimed at understanding drift into failure. How does this happen to apparently safe systems? What can we do to prevent it?

- ▶ During the last day, we will explore questions such as: What does this all mean for me and my business? We also welcome prof. Sidney Dekker who will answer any questions that have arisen over the course of the week.

APPROACH

The master class will include a combination of live and video lectures, discussions about the theory, application to well-known and lesser-known cases, and ample room for reflection on your own practice. We will send all participants a copy of Sidney's books "Drift into Failure" and the 2014 edition of "The Field Guide to Understanding 'Human Error'". We expect these to be read beforehand so that discussions are based on a solid understanding of the theory. The number of attendees has been limited to 35 to ensure a lively discussion and excellent group sessions.

PARTICIPANT PROFILE

This master class is aimed at managers, safety experts, accountable managers and all others involved in the improvement of Human Factors and Safety in an operational environment (aviation and non-aviation). A working knowledge of Safety Management Systems is expected.

WORKSHOP LEADERS

Prior to his appointment as Professor ("lector") of Aviation Engineering at the Amsterdam University of Applied Science in September 2009, **Robert J. de Boer** (PhD Delft University of Technology, Netherlands, 2012) 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, and he has authored numerous peer-reviewed conference proceedings and journal articles. See for a full list hva.nl/aviation.

Sidney Dekker (PhD Ohio State University, USA, 1996) is currently professor at Griffith University in Brisbane, Australia, where he runs the Safety Science Innovation Lab. He is also Professor (Hon.) of psychology at The University of Queensland, and Professor (Hon.) of human factors and patient safety at Royal Children's Hospital in Brisbane. Previously, he was Professor of human factors and system safety at Lund University in Sweden. After becoming full professor, he learned to fly the Boeing 737, working part-time as an airline pilot out of Copenhagen. He has won worldwide acclaim for his groundbreaking work in human factors and safety, and is best-selling author of, most recently, *Second Victim* (2013), *Just Culture* (2012), *Drift into Failure* (2011), and *Patient Safety* (2011). His latest book is *Safety Differently* (2014). More information: sidneydekker.com.

PRACTICALITIES

The program runs for five full days from Monday until Friday; the program times are 9:00 to 17:00 (15:00 on Friday). The price to attend is €2095. Early bird fee is €1950 until 15th of January 2017. All lunches, welcome drinks on Monday and a team dinner on Thursday are included in the price, as well as your own copy of Sidney's books "Drift into Failure" and the 2014 edition of "The Field Guide to Understanding 'Human Error'". The location will be in the vicinity of Amsterdam.

"I thought I had an open mind, I found this whole thing completely mind blowing."
Keith Cartmale, Eurocontrol

"The good discussions and these viewpoints of safety help me to better understand how my organisation works."
Sara Berglund, OKG AB

INFORMATION AND REGISTRATION

For registration and more information please visit amsterdamuas.com/hfs or contact Ms. Gieta Inderdijet at
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We are happy to answer any questions you may have. Don't forget to indicate your interest to reserve a spot as we expect this master class to fill quickly.

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 aviation 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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