

MASTER CLASS HUMAN FACTORS & SAFETY

WITH SPECIAL GUEST PROF. SIDNEY DEKKER
22-25 JUNE 2020, AMSTERDAM



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The Aviation Academy of the Amsterdam University of Applied Sciences and Northumbria University are proud to present a master class on Human Factors and Safety with a special guest appearance on the closing day 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.

PROGRAM

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

- ▶ The week commences with a discussion on the fallacy of "Human Error". The term disguises real causes of adverse events and is a symptom over problems deeper in the organization. We introduce the concepts of Work-as-Imagined and Work-as-Done, resilience, Safety I and Safety II, and complexity. What do we mean by these terms, and how does it help us to better understand safety?
- ▶ We introduce heroes that strive for Safety Leadership, and discuss what it takes to become one.
- ▶ We then present the ten steps to achieve Safety Leadership: identifying exemptions between work as it is executed and the procedures, finding out what to do about them, and how to involve the shop floor.
- ▶ We explain how to protect the organization from drifting into failure. How does this happen to apparently safe systems? What can we do to prevent it?
- ▶ We discuss what to do if even after implementing all these suggestions something goes wrong. How to learn from incidents, and how to apply a Just Culture. 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.

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

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 25 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

Robert J. de Boer MSc PhD (1965) was trained as an aerospace engineer at Delft University of Technology. He majored in man-machine systems and graduated in 1988 on the thresholds of the vestibular organ. After gaining experience in line management and consulting he joined Fokker Technologies taking on the role of the Director of Engineering. In this role he supported and guided an increasing number of engineers (up to 300) occupied in a large number of new design projects across the globe. From 2009 to 2018 Robert was appointed as Professor of Aviation Engineering at the Amsterdam University of Applied Science (Hogeschool van Amsterdam). Robert is currently the Director of the Amsterdam Campus for Northumbria University.

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), *Safety Differently* (2014). His latest book is *The End of Heaven: Disaster and Suffering in a Scientific Age* (2017). More information: www.sidneydekker.com.

Maria Papanikou holds a PhD in Aviation Safety focusing on systemic – safety studies through interdisciplinary research. Before joining the Aviation Academy as Associate Professor of Safety and Human Factors, Maria worked in the United Kingdom as flight crew trainer, and as a researcher and academic. During her years in the

UK, Maria collaborated with international organisations, regulators, and other aviation stakeholders, such as Airbus, IATA, EASA and the CAA, on addressing the future of safety in commercial aviation and positive learning. In addition, Maria helped airlines establish or further develop their SMS, and advising them for audits and certifications. Maria serves as organising and scientific committee in conferences internationally. She sits in and has chaired Scientific Advisory Boards on Systems Interactions and Safety Management.

PRACTICALITIES

The program runs for four full days from Monday until Thursday; the program times are 9:00 to 17:00. The price to attend is €1950. Early bird fee is €1755 until 29th of February 2020. All lunches and welcome drinks on Monday 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.

INFORMATION AND REGISTRATION

For registration and more information please visit www.amsterdamuas.com/hfs or contact ms. Gieta Inderdijet at E: g.m.inderdijet@hva.nl; T: +31 (0)20 595 1361.

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.

TESTIMONIALS

"One of the best classes I have ever had!!!

I learned a lot during this week. Also the conversations and assignments were great and helped a lot to keep the program interesting. Perfect!"

- Martijn Zagwijn, Fire Brigade Twente

"I thought I had an open mind, I found this whole thing completely mind blowing"

- Keith Cartmale, Eurocontrol

ABOUT THE AMSTERDAM UNIVERSITY OF APPLIED SCIENCES

The Amsterdam University of Applied Sciences (AUAS) is a knowledge institution offering a broad range of professional education programmes to a diverse mix of students, enabling them to fully develop their talent and independently practise their chosen professions at a high level. By connecting education and applied research, the AUAS enables innovation in the professional sector and community in, and around, the cosmopolitan city of Amsterdam. The Aviation Academy (part of the AUAS) 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.

ABOUT NORTHUMBRIA UNIVERSITY

Northumbria is a research-rich, business-focused, professional university with a global reputation for academic excellence. It's main campus is based in the heart of Newcastle upon Tyne, which is regularly voted the best place in the UK for students. We have campuses in London and in Amsterdam, and work in partnership with other higher education institutions across the world attracting students from 136 countries. The University has its origins in the Rutherford College, founded in 1880. Today, by putting students at the heart of an outstanding experience, and with world leading research and award-winning partnerships, Northumbria is a new kind of excellent university.



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