



Amsterdam University  
of Applied Sciences

# MASTER CLASS HUMAN FACTORS & SAFETY

WITH SPECIAL GUEST PROF. SIDNEY DEKKER  
21-24 JANUARY 2019



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CREATING TOMORROW

# MASTER CLASS HUMAN FACTORS & SAFETY

## WITH SPECIAL GUEST PROF. SIDNEY DEKKER

**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 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** (PhD Delft University of Technology, Netherlands, 2012) will lead the workshop from Monday till Thursday. Prior to his appointment as Professor ("lector") of Aviation Engineering at the Amsterdam University of Applied Science in September 2009, he 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 [www.amsterdampus.com/aviation](http://www.amsterdampus.com/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), *Safety Differently* (2014). His latest book is *The End of Heaven: Disaster and Suffering in a Scientific Age* (2017). More information: [www.sidneydekker.com](http://www.sidneydekker.com).

## 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 21st of October 2018. 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.amsterdampus.com/hfs](http://www.amsterdampus.com/hfs) or contact ms. Gieta Inderdijet at E: [g.m.inderdijet@hva.nl](mailto: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.

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## 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.

## 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



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