CHANGE IN DATE!
February 13, 2007 Meeting
American Society for Quality
Columbia Basin Section 614

"Event Prevention and Human Error"

RICHARD HIGGINS

CH2M HILL Hanford Inc.

Humans make errors, and sometimes those errors result in unacceptable consequences. Many companies simply blame (and often even go so far as to terminate) the person(s) who made the error that directly resulted in the negative event.

Over the past decade researchers into human factors have been increasingly concerned with developing the appropriate tools for managing unsafe acts.

There are two approaches that may be used when dealing with issues of human fallibility. The "person" approach focuses on the errors of individuals, blaming them for forgetfulness, inattention, malicious compliance, etc. The "system" approach concentrates on the conditions under which individuals work and attempts to improve/change those conditions in order to avoid further errors or mitigate their effects. Supporters of the system approach strive for a comprehensive management program aimed at several different targets: the person, the team, the task, the workplace, and the institution as a whole.

High reliability organizations – systems operating in hazardous conditions that have fewer than their fair share of adverse events - are prime examples of the system approach. They recognize that human variability is a force to harness in averting errors, but they work hard to focus that variability. They anticipate the worst and then equip themselves to deal with it at all levels of the organization.

Such organizations are not immune to adverse events, but they have learned to view occasional setbacks as opportunities to enhance the resilience of the system.

Join us February 13 to hear Rich Higgins share several well-publicized events and the underlying organizational weaknesses that combined to cause them. Based on work done by James Reason, Sidney Decker, Alan Hobbs and the Institute for Nuclear Power Operations, this presentation will discuss the importance of designing error-tolerant processes and blaming systems rather than people when things go wrong.

About the Presenter:
Following a successful career in the Navy's nuclear propulsion program, Rich Higgins has been a senior manager for over 15 years with several major contractors involved in Department of Energy work at Rocky Flats in Colorado, at the Mound plant in Ohio, and now at Hanford. Rich is currently CH2M HILL Hanford's Director of Assessments and Corrective Action at the Hanford tank farms. He currently serves as the secretary and newsletter editor for ASQ Section 614.

Tuesday,
February 13, 2007

LOCATION: Shilo Inn
50 Comstock
Richland Washington

5:30 p.m. - Check in/Networking and no-host cocktail service
6:00 p.m. – Dinner
7:00 p.m. - Presentation

DINNER BUFFET:

The Chef and crew at O'Callahan's Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray. Your choice of coffee, tea or decaf is included with dinner.

And don't forget to save some room for dessert!

Cost:
$ 17 ASQ members
$ 20 non-members
$ 5 presentation only

Reservations are requested by February 7. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at www.asq614.org/.

"We cannot change
the human condition,
but we can change the conditions
under which humans work."
- James Reason