

## Specialist human factors and system safety consultants.

We help to improve system and operational performance by understanding and optimising the integration of people and systems.



We help to design systems that are easy, comfortable and safe to use.



We use structured tools to measure operational and safety performance.



We support the development of skills and capability for high performance.



We apply research methods to evaluate and enhance programs and systems.



We apply contemporary proactive approaches to enhance safety.



We help to strengthen organisations' safety systems.

Our consultants bring diverse capabilities and qualifications, including human factors, organisational psychology and safety management, along with extensive strategic and operational level experience in complex, high-reliability industries. Our experience spans industries and organisations in Australia, Asia, Europe and the Middle East.

### In our approach to supporting organisations, we value



working collaboratively, taking a multi-disciplinary approach



a systemic focus, considering organisational systems as a whole



working with integrity and ethics



a passion for understanding people and human performance



dedication to quality and continuous improvement



a focus on the positive, learning from 'what goes right' rather than simply focusing on 'what goes wrong'



## Human Factors

We apply structured analysis methods and human performance science in the design of systems, to support safe and effective operational performance and promote human wellbeing.

- » Human system integration
- » User-centred design
- » Human factors training
- » Non-technical skills programs
- » Fatigue risk management
- » Psychosocial risk management

We help organisations understand training needs for complex and critical roles, and integrate high performance (non-technical) skills in training programs. We provide professional development programs to develop the facilitation skills of in-house trainers.

- » Risk Based Training Needs Analysis (RBTNA)
- » Behavioural marker / competency systems
- » Facilitator training and development
- » Simulation and scenario development
- » High performance skills training
- » Training strategy and system design



## Training and Learning

We help organisations to take a systemic approach to safety management, incorporating contemporary, proactive safety philosophies. We provide support for the integration of human factors in safety management systems and tools.

- » Safety Management Systems (SMS)
- » Safety investigation, reporting and data analysis
- » Proactive safety programs
- » Safety culture / just culture
- » Safety investigator training
- » Safety assurance and system reviews



## System Safety

We design and carry-out empirical research to help organisations understand complex challenges, using robust scientific research and statistical methods. We measure the effectiveness of programs and systems through structured evaluations.

- » Experiments and field testing
- » Survey design and analysis
- » User testing (people-centred design)
- » Customer experience measurement
- » Bespoke data collection tools
- » Post-implementation reviews



## Research and Evaluation