COBBLESTONE

NEW!

Supervising a Human Error Free Environment

DIRECTED BY

Ginette Collazo, Ph. D.

90 MINUTE

ACCREDITED COURSE

- Understanding Human Error
- How to identify & avoid Supervisor Human Error
- Prevention/Reduction of Human Error
- Trends/Tracking/Predicting of Human Error
- CAPA Effectiveness

about the course

Supervision plays a crucial role in Human Error Reduction and Control. In this fully accredited 90-minute training, critical factors like preparation, planning, scheduling, communication, among many others, will be discussed. People make mistakes because they can; our systems allow it. To work with these challenges, it is essential to understand human behavior and the psychology of error as well as understand exactly where the weaknesses of the system are so that they can be improved upon and fixed. This course offers practical approaches for supervision on the floor, strategies to get your group in sync and approach issues in GMP related environments by using a specific methodology to correct, prevent and avoid re-occurrence of these issues.

Live interaction with the instructor allows for dynamic discussions and clarifications. For attendance verification and to maximize participation, participants attending the live training are required to use their webcam during the course. Microphones and speakers/headset are encouraged.

For information on pricing, terms/conditions, Team Training, and other courses, please visit **www.TrainwithCobblestone.com**

COBBLESTONE

who should attend

This online training has been designed for professionals working in GMP regulated manufacturing facilities including Pharmaceuticals, Medical Devices, Biologics, Food and Nutrition. In addition, this training will be worthwhile for any other organization that has employees executing activities in which they can make mistakes (ALL).

Personnel holding positions in the following areas will benefit greatly from this training:

- Training Managers and Coordinators
- Manufacturing
- QA/QC Staff
- Industrial/Process Engineers
- Regulatory/Legislative Affairs Professionals

- Operations
- Plant Engineering
- Executive Management
- Compliance Officers
- General/Corporate Counsel
- Process Excellence/Improvement Professionals

learning objectives

Upon completion of this course, you will be able to:

- Identify human error deriving from supervisors: factors and causes.
- Examine the importance: regulatory and business.
- Define operator error as a Root Cause.
- Explain human error measurement.
- Outline critical common mistakes.
- Define methods to identify trends, track, and predict human error.

course outline

Review of Learning Objectives

- Background on Human Error Phenomena
- What is Human Error
- Importance of Human Error Prevention/reduction
- Supervision and Human Error
- Facts about Human Error caused by supervisors and how to avoid it.
- When is operator error the Root Cause?
- How is Human Error controlled by supervision?
- Common mistakes: Memory failures, Overconfidence, Visual Detection, and Vigilance Effectiveness and how supervision can help improve these.
- Types of error
- Human error rates and measurement
- Trending and tracking
- Prediction
- CAPA effectiveness

Question and Answer Session

Assessment Opportunity

course instructor

Ginette Collazo, Ph. D. is an Industrial-Organizational Psychologist with over 20 years of experience specializing in Engineering Psychology and Human Reliability.
She has held positions leading Training and Human Reliability programs in the Pharmaceutical and Medical Device Manufacturing Industry.

In 2009, Dr. Collazo established Human Error Solutions (HES), a training and consulting firm, and she has positioned herself as one of the few Human Error Reduction Experts worldwide. HES, led by Dr. Collazo, developed a unique methodology for human error investigations,

For information on pricing, terms/conditions, Team Training, and other courses, please visit **www.TrainwithCobblestone.com**

COBBLESTONE

cause determination, CA-PA development, and effectiveness implemented and proven amongst different industries globally. Furthermore, this scientific method has been applied in critical quality situations and workplace accidents. As a GMP expert, she has also been a Keynote Speaker at significant events worldwide.

Ginette Collazo, Ph. D., is the author of several books, "Human Error: Root Cause Determination Model" and "Mission Matters: World Leading Entrepreneurs Reveal their Top Tips to Success."

In 2023, Human Error Solutions was named as a top ten industrial service provider by Manufacturing Outlook magazine and featured in ABC, Fox, NBC, and CBS news.

She hosts The Power of Why Podcast—a show about human behavior in the workplace and critical thinking.

Accreditations

International Accreditors for Continuing Education and Training (IACET)
Cobblestone has been approved as a CEU Accreditor by IACET and awards CEUs for participation in qualified courses. Cobblestone has demonstrated that it complies with the ANSI/IACET Standards and is authorized to offer IACET CEUs for its programs. CEUs will be awarded for participation in Cobblestone's courses at the rate of .1 CEU per contact hour upon successful completion of the entire course and 70% accuracy in the required Learners' Assessment. A minimum score of 80% is required for all courses within the Cobblestone Certification Program. This course offers a total of 1.5 contact hours, or .2 CEUs. For further information, visit www.iacet.org

Regulatory Affairs Professional Society (RAPS)
Cobblestone is committed to enhancing the ongoing professional development of regulatory affairs professionals and other stakeholders through appropriate regulatory affairs learning activities and programs. Cobblestone has agreed to follow RAPS- established operational and educational criteria. This course may be eligible for up to 12 credits towards a participant's RAC recertification upon full completion. The requirements and standards for recertification are developed and administered by the Regulatory Affairs Certification Board (RACB), which manages all areas of the RAC program. Additional information about RAC is available on the RAPS website at RAPS.org/rac.

The American Society for Quality (ASQ)
The American Society for Quality (ASQ)-Recertification Opportunities
Cobblestone is committed to enhancing the ongoing professional development of Quality professionals and other stakeholders through appropriate learning activities and programs. Many Cobblestone courses offer training that may be helpful in obtaining required ASQ's recertification education units.
For more information, visit: www.asq.org

For information on pricing, terms/conditions, Team Training, and other courses, please visit **www.TrainwithCobblestone.com**

COBBLESTONE