



## The Human Factor in Standards, Methods and Means

Making mistakes is as normal to us as breathing. The challenge is to learn from them and avoid repetition as much as possible.

Errors or inefficiencies can be dealt with, among other things, by standardization, procedures, checklists and technical means. As far as we are concerned, these are always supporting means that should help you to do your work more safely and efficiently. This means that you have to pay attention to the ergonomic and human aspects of all these supporting means. A careful development, introduction and implementation of new methods and means is required.

- How do you develop, introduce and maintain a procedure or checklist that everyone wants to use?
- How do you introduce new means that are embraced, used and controlled?
- How much room do you give professionals to make their own choices?
- Where, when and how do you enforce the agreements made?

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organizational development and change management. The practical experience of decades comes from different organizations, such as Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the market segments: Health Care (hospitals), coast guard, process industry, IT, safety organizations, banks and aviation.

We warmly invite you to participate in this interactive, practical and inspiring program.

**Han van der Meer and Jean-Pierre Kahlmann,**  
Partners YES Human Factors Ltd

## The Human Factor in Standards, Methods and Means

The Human Factor in Standards, Methods and Resources is specifically designed for professionals and managers who want to grow in their organizations and contribute to a safe, effective and efficient work environment.

### Description

The training provides insights but also tools for the introduction of changes and the creation of a correct balance between trust and control, giving space, psychological safety, and maintaining the agreements made within the organization.

### Program

09.00 Welcome with coffee  
09.30 Understanding and cohesion  
10.00 Ergonomic design  
11.00 Break  
11.15 Change strategies and participation  
12.15 Lunch  
13.00 The adaptive challenge  
14.30 Break  
14.45 The professional space  
15.30 PDCA Cycle  
16.15 Evaluation and Conclusion  
17.00 End

### Questions and registration

For more information and to register, please contact:

- Han van der Meer, partner, +31 6 23 915 971  
- Jean-Pierre Kahlmann, partner, +31 6 53 139 981

Or send an email to [info@yeshumanfactors.nl](mailto:info@yeshumanfactors.nl)

### Overview

The Human Factor in Standards, Methods and Means

### Duration program

1 day

### Group size

3-12 persons or in consultation

### Dates

In consultation

### Location

YES Human Factors  
Voorstraat 2  
5353 KE Dieden

Or

In consultation In-company or in the vicinity of your home and/or workplace

### Costs

€ 540,- excl. VAT per participant

Course material, coffee, tea and lunch are included