

Human Factors

*Improving Performance
of High-risk Organizations
<http://www.hfa-oses.com>*

HFA

*Human Factors Associates, Inc. is pleased to offer its clients the High-Reliability Organizational Effectiveness Surveys **OSES** and **HROES**®. Both of these surveys are validated **safety climate and risk culture** assessment instruments that are based upon 16 years of research conducted by HFA's founder and his associates in the US Navy and several California universities.*

Both **OSES** and **HROES**® measure the extent to which an organization meets the criteria of a High Reliability Organization - sometimes referred to as an **HRO**.

Our Surveys help companies to Identify and prevent problems before they result in personal injury, financial losses or damage to company reputation.

OSES and **HROES**® are web-based (online) surveys that provide a means for an organization's workers and managers to communicate safety concerns, to judge the effectiveness of safety or risk mitigation programs, and to rate important areas of organizational performance. Employee's ratings and comments are submitted anonymously, and embedded procedures are in place to ensure the confidentiality of results.

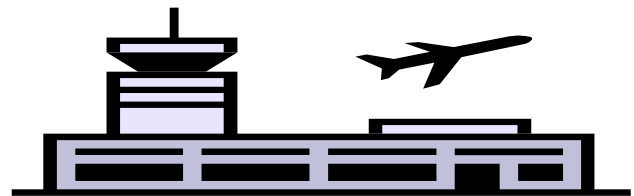
HROES® the High-Reliability Organizational Effectiveness Survey was derived from **OSES**, and shares a common foundation based on assessing the degree to which an organization meets the criteria of high-reliability culture and HRO operation. **HROES**® represents our second-generation survey that is most applicable to organizations that may operate at risk, like banking, financial services, risk insurance, and government agencies, but do not necessarily have people who are exposed to physical hazards that may cause injury, death, or significant material losses.



Aerospace

An organization's Climate and Culture Are Critical to achieving high-reliability!

The organization's **safety climate** refers to the shared perception of the people in an organization that their leaders are **genuinely committed to the safety of operations**, and have taken appropriate measures to **communicate safety principles** and to **ensure adherence to safety standards and procedures**.



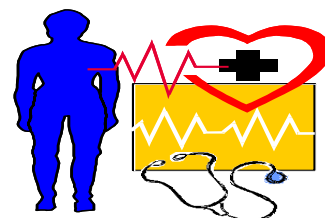
Aviation

An organization's **safety or risk culture** is represented by shared values, beliefs, assumptions, and norms that govern organizational decision making regarding risk, as well as individual and group attitudes about danger, safety, and the proper conduct of hazardous operations.

Culture becomes the driving force that provides the guiding principles behind an organization's goal structure, a means to attain goals, the source of criteria or standards for measuring progress, and the basis for correcting deviations from norms or desired outcomes.

Social scientists and safety experts have recognized that many accidents are not simply the result of errors made by a system's operator or maintainer. In many cases, the so-called "human error" accident is rooted in causes that are not necessarily in the control of the worker. There is a growing interest in understanding the influence on safety outcomes of such "organizational factors" as:

- Leadership commitment to safety,
- Organizational structure and communications
- Production or schedule pressure, and
- Safety climate and risk culture



Medicine

Is Yours a “High Reliability Organization”?

A High Reliability Organization is one that experiences a relatively low number of accidents and incidents, even though that organization operates in a hazardous, and risk evident environment. HRO organizations achieve low accident rates through:

- accurate perception of their risks,
- close monitoring of high-risk operations,
- Open door, non-punitive safety reporting
- encouragement and use of standard procedures
- continuous training, and
- periodic safety audits and assessments



Energy Industries

The Survey System

OSES and **HROES**[®] use a Likert-type, five-point, rating scale to assess safety climate and culture. Respondents rate each of the survey items as to the level of agreement (i.e., Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree, Don't know or Not applicable).

HFA offers standard web-based surveys for several business sectors, or a specialized survey can be customized for a client that desires to capture any unique aspects of interest to match operations, hazards, and risks, as well as organizational demographics. A secure web-based survey administration and database system was developed and is in current use. The system is password protected in order to protect the identity of the respondent and to ensure confidentiality of data and results. **HFA** surveys are available anytime, anywhere, using a standard Internet web browser.

How is OSES Used?

Following administration of the survey by the client organization, diagnostic survey results are made available immediately online to supervisory personnel in an easy to read and understandable graphic format. The supervisor can review results from his/her own organization using a standard web browser, and then can compare these results to a specific statistical norm representing all surveys taken by the company or agency; or for a given business sector, such as Civilian Aviation, Oil and Gas Industry, Nuclear Energy and Power Distribution Industry, among others.

OSES - HROES[®] survey results can provide important benchmarks for assessing the climate and culture of an organization, offer a means to estimate operational risk and organizational effectiveness, and serve as a basis for determining strategies for improvement.

Customers that have used OSES - HROES[®]

Qantas Airways and Qantas Group – OSES
NASA Flight Research Centers – OSES
Signature Flight Support – OSES
Asia Pacific Cooperation CAAs- HROES[®]
Allegheny Hospital Life Flight - OSES
REACH Air Medical Services - OSES
Airnorth (Australian airline) - OSES

Other Users of OSES – HROES[®]

PHI, Inc. – Helicopter transport - OSES
The Bristow Group – Helicopter transport - OSES
Lockheed Martin - Aerospace- OSES
NASA Aerospace Centers - OSES
Totally Kids Specialty Health Care - OSES
HealthNet Air Medical Transport - HROES[®]
Fortis Alberta electric power - HROES[®]

Other Applications and Benefits



There are many industries where an **OSES-HROES**[®] application makes perfect sense. HFA welcomes inquiries about its surveys and other risk mitigation support activities. We foresee application across high-risk industries outside of the aviation and aerospace industries. HFA is currently seeking business opportunities in **Healthcare industry**, **Investment Banking and Insurance**, **Homeland Security**, **Fire fighting**, and **Law enforcement**.

Demonstration Web Site

<https://www.hfa-clients.com/hfademo/login.html>

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