



Human Error Reduction Program

A Comprehensive Approach to Error Reduction and Avoidance

Methodology

Our methodology is intended to be simple, effective and transferrable to client Subject Matter Experts. The workshop structure allows this program to exist alongside and augment other initiatives in companies such as LEAN, CAPA and Investigation Courses.

Structure **2 Core Workshops**

- > **100.** Foundations for Error Reduction (2 day)
- > **200.** Proactive Approaches for Error Avoidance (1 day)

100-200 Certification Program

Each workshop includes a course assessment to evaluate competency and knowledge acquisition. In addition, the NSF Human Error Reduction Program will certify investigators in the use of tools for Error Avoidance and Prevention.

1,000 Foot Overview Workshop

This **one day course** covers elements of each workshop in order to ensure that managers and supervisors will understand the full program, core concepts and be ready to embrace the projects that are taken on by subject matter experts.

10,000 Foot Overview Workshop

Intended for senior leadership, this **half day course** is a high level overview to set expectations and give advice on how to support the program to ensure sustainability and achieve the business results envisioned. The course can be extended to include case studies on systemic failures for senior leaders.

On Site Assessments

NSF is available on a consultancy basis to complete proactive assessments of unit operations following the Proactive Error Analysis model. It is a DMAIC approach focused on identifying opportunities for error reduction and elimination. These are often extended (week long) engagements managed on a consultancy basis.

Coaching / Mentoring

NSF tutors are available to answer questions as part of a long term agreement with our clients at no additional cost depending on the ongoing demand. Retained consultancy support is an approach which maximizes the partnership.

In House Certification

Upon achieving training and certification, NSF will certify in house trainers, allowing the company to stand alone and sustain the program while meeting agreed standards. Retained consultancy support of in house trainers maximizes their success during the initial phase of certification.

For more information, contact pharma@nsf.org or visit www.nsf.org

NSF Health Sciences

6th floor, 129 South Street, Boston, MA 02111 USA
Tel: +1 (857) 277-0060 | Fax: +1 (857) 284-7207 | pharma@nsf.org | www.nsf.org