

Sources of HF Evidence

What source of evidence might you look for?

When considering: Whether the individual was acting on the instruction / influence of an authority figure?		
PEOPLE	PAPER	PHYSICAL
<p>Interview with Individual about their understanding of the instruction;</p> <p>Interview with the Authority Figure to understand how instruction / influence was given, and how it was intended to be interpreted;</p> <p>Interviews with the Authority Figure's peers exploring what is normally expected;</p> <p>Interviews with the Individual's peers on what is normally expected.</p>	<p>Review work instructions in permits / emails / etc</p>	

When considering: Clarity or practicality of expectations?		
PEOPLE	PAPER	PHYSICAL
<p>Interviews with Individual, peers and Supervisors exploring any misunderstandings or conflicts in meeting expectation;</p> <p>Walk through the task looking for practicalities / challenges of the task with those usually involved;</p> <p>Work with those that do the task to identify where procedures may not reflect reality.</p>	<p>Review clarity, availability, up-to-date or practicality of any written expectation, including procedures.</p>	<p>Review physical layout/ ergonomics of equipment to allow the task to be carried out as expected, or as written in a procedure.</p>

When considering: Capability or resources?		
PEOPLE	PAPER	PHYSICAL
<p>Interview Individual on understanding of what was required, their own experience and capability, and practicality of doing what was required;</p> <p>Interview Individual and peers on time, people or other resources to do what was required.</p>	<p>Review competence systems, training and assessment records;</p> <p>Review permits, work instructions or procedures citing competence requirements;</p> <p>Review previous incidents involving the same individual in different tasks;</p> <p>Review previous incidents involving other persons on the same task or in the same circumstances;</p> <p>Review records of individual's physical fitness / capability for the task.</p>	<p>Review physical layout / ergonomics of equipment to allow the action be to carried out.</p>

When considering: Error?		
PEOPLE	PAPER	PHYSICAL
<p>Interview evidence that Individual recognises they made an error;</p> <p>Interview evidence that individual can't explain reason for their actions;</p> <p>Evidence of individual being tired / preoccupied / distracted;</p> <p>Peer interview evidence that task has known error traps, or others have made, or nearly made similar errors in the same situation.</p>	<p>Review previous incidents involving the same individual in different tasks;</p> <p>Review previous incidents involving other persons on the same task or in the same circumstances;</p> <p>Review CCTV footage.</p>	<p>Review physical layout / ergonomics of equipment to allow the action be to carried out;</p> <p>Review adequacy of controls / interfaces / indicators;</p> <p>Review environmental conditions such as temperature, light, noise, etc.</p>

When considering: Custom and practice developed amongst a team?		
PEOPLE	PAPER	PHYSICAL
<p>Interview evidence with Individual and peers on why this was preferred approach and how widespread it is;</p> <p>Interview evidence with Supervision on level of knowledge and endorsement of custom and practice.</p>	<p>Review risk assessments relating to custom and practice;</p> <p>Review informally documented practices (black books)</p> <p>Review efforts to formalise the custom and practice physical layout / ergonomics of equipment to allow the action be to carried out;</p> <p>Review adequacy of controls / interfaces / indicators;</p> <p>Review CCTV footage.</p>	<p>Are there tools / equipment that are specifically designed, improvised or home-made to support the custom and practice (e.g., use of a scaffold tube to increase leverage on a pipe wrench);</p> <p>Review physical layout / ergonomics of equipment to allow the action be to carried out;</p> <p>Review adequacy of controls / interfaces / indicators.</p>

When considering: Whether the Individual was in a difficult situation?		
PEOPLE	PAPER	PHYSICAL
<p>Interview evidence with Individual on what made it difficult to meet expectations in this case;</p> <p>Interviews with peers /other person with same knowledge, skill, and experience on their approach to the situation;</p> <p>Understand what people needed to know to make a decision and what information they actually had access to.</p>	<p>Review previous incidents involving the same individual in different tasks;</p> <p>Review previous incidents involving other persons on the same task or in the same circumstances;</p> <p>Review suitability of procedures / work instructions for dealing with the circumstances encountered;</p> <p>Review CCTV footage.</p>	<p>Review physical layout / ergonomics of equipment to allow the action be to carried out;</p> <p>Review adequacy of controls / interfaces / indicators.</p>

When considering: Whether the individual was acting to benefit themselves or in the belief that they are acting in the interest of the company?		
PEOPLE	PAPER	PHYSICAL
<p>Interview Individuals involved on what they perceived benefits to be / why they perceived them as beneficial at the time, and what the perceived consequences were of not acting as they did;</p> <p>Interview peers and Supervisors on level of knowledge / endorsement / extent of this condition;</p> <p>Interview Supervision / Leadership on how priorities have been messaged/how resources were made available.</p>	<p>Review plans / schedules of work;</p> <p>Review schedule of leaves and time to start and finish work;</p> <p>Review Leadership messaging;</p> <p>Review rosters / work patterns;</p> <p>Review records of previously reported efficiency / continuous improvement opportunities.</p>	<p>Review physical layout / ergonomics of equipment that make the task inefficient or make alternative actions more attractive.</p>

Source: [IOGP 621 Demystifying Human Factors: Building Confidence in Human Factors Investigation](#)