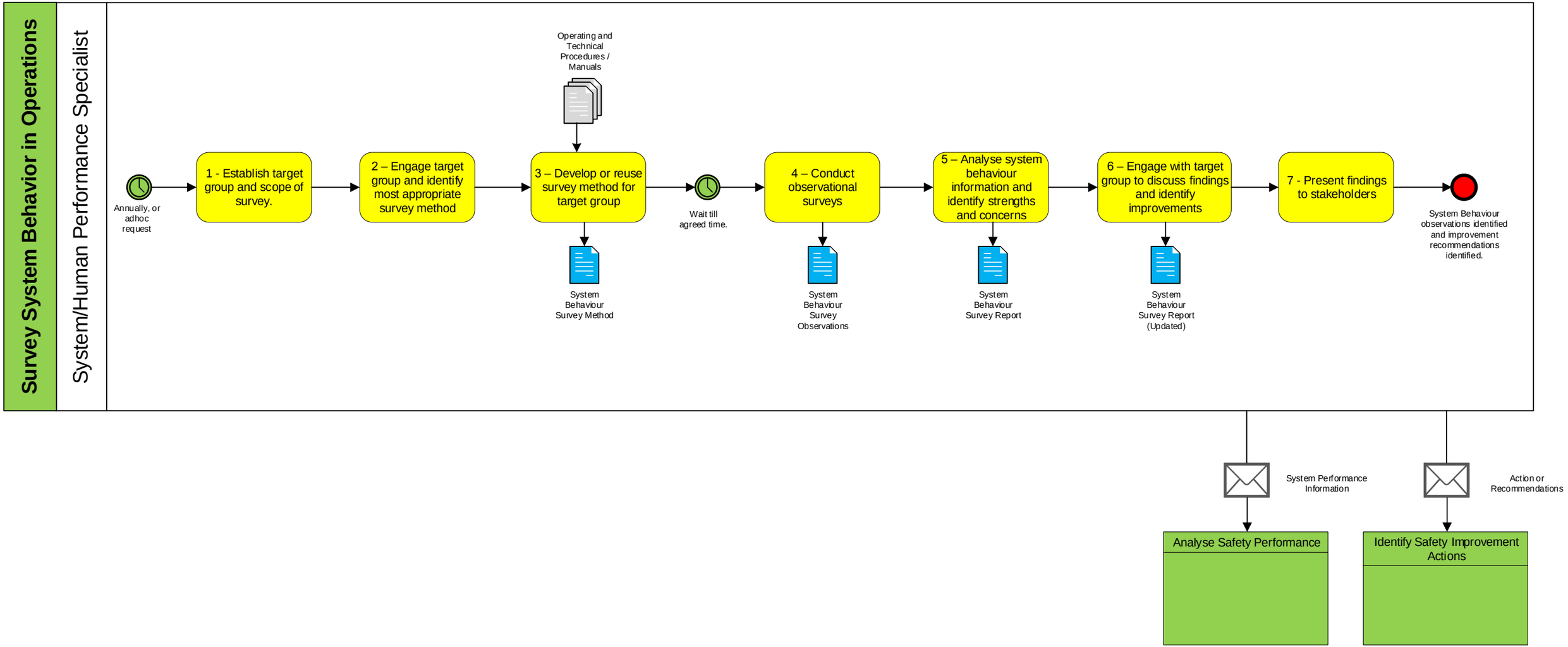
Survey System Behavior in Operations
System/Human Performance Specialist
Annually, or adhoc request
1 - Establish target group and scope of survey.
2 – Engage target group and identify most appropriate survey method
Operating and Technical Procedures / Manuals
3 – Develop or reuse survey method for target group
System Behaviour Survey Method
Wait till agreed time.
4 – Conduct observational surveys
System Behaviour Survey Observations
5 – Analyse system behaviour information and identify strengths and concerns
System Behaviour Survey Report
6 – Engage with target group to discuss findings and identify improvements
System Behaviour Survey Report (Updated)
7 - Present findings to stakeholders
System Behaviour observations identified and improvement recommendations identified.
System Performance Information
Action or Recommendations
Analyse Safety Performance
Identify Safety Improvement Actions