

## Model for Investigating Human Factors in an Organization

Contributing causes of mishaps can be analyzed in depth.

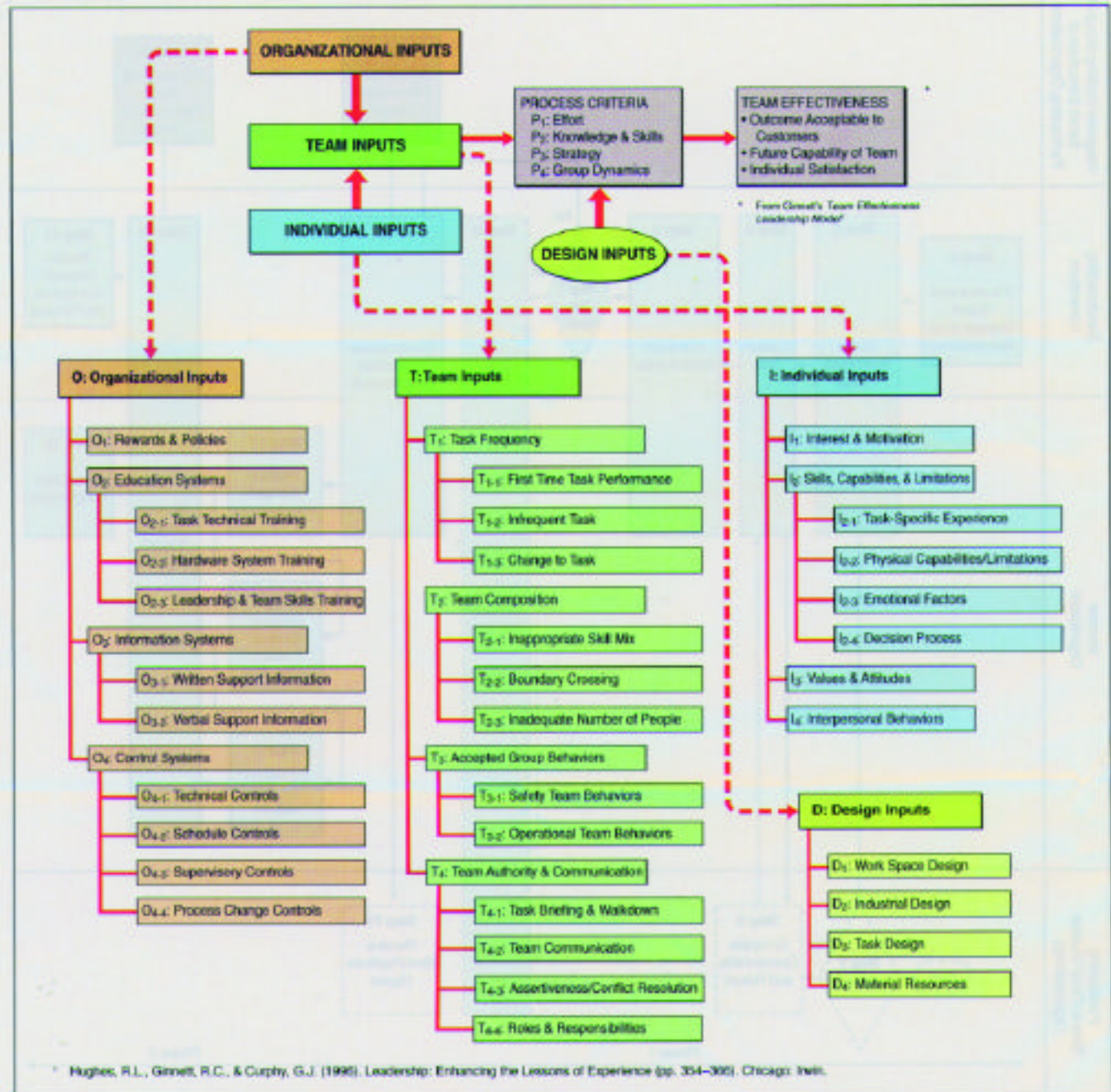
John F. Kennedy Space Center, Florida

The Kennedy Space Center Human Factors Event Evaluation Model is a model to facilitate long-term gathering and analysis of data to investigate the effects of human factors on the operations of a complex organization. The model was developed specifically for use in comprehensive human-factors-oriented analysis of events, mishaps, and processes in space-shuttle processing at Kennedy Space Center; it can also be adapted to other organizations that

function through interactions of human and equipment subsystems. The main purpose of such analysis is to understand root causes of human errors so as to be able to (1) prevent recurrences of previously observed mishaps and (2) recognize the potential for other mishaps that have not yet been observed and take proactive measures to prevent them.

The present model was developed by extension of a more generic model,

called the "Team Effectiveness Leadership Model," the purpose of which was to identify system inputs needed to create high-performance work teams. The present model goes beyond the traditional approach of narrow focus on operators and tasks, providing for more in-depth analysis of causes and effects. Thus, for example, the model makes it possible to investigate the degrees to which such factors as teaming, leadership, and cultural norms could con-



The Kennedy Space Center Human Factors Event Evaluation Model serves as a tool for acquiring and analyzing data on events that involve human errors.