



Maintenance & Reliability Management

# MAINTENANCE ERRORS MANAGEMENT SYSTEM

## Course Introduction

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This Maintenance Errors training seminar introduces participants to the skills and knowledge area of maintenance errors. It demonstrates why people make mistakes, not only in executing a maintenance job, but also in planning & preparing the job, in writing the maintenance manual and in engineering the asset. It shows how we could learn of maintenance errors, by analysing technical failures and incidents in a structured way. And this training seminar demonstrates how we could manage maintenance error by managing the person, the task and the team; the workplace and the organization; and by creating a safety culture.

## Target Audience

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- Facilities Engineer
- Facilities Engineering Manager
- Facilities Manager
- Facilities Specialist / Coordinator
- Health and Safety Engineer
- Maintenance Group Leader
- Maintenance Helper / Assistant
- Maintenance Manager
- Maintenance Superintendent
- Maintenance Supervisor
- Mechanical Reliability Engineer
- Network Reliability Engineer
- Operations and Maintenance Specialist
- Reliability Engineer

# Learning Objectives

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- Understand how significant the human factor in maintenance is
- Explain what human factors could cause maintenance errors
- Apply a structured approach to find the root cause of technical failures and incidents
- Understand the basic principles of Maintenance Error Management
- Explain how managing maintenance errors interacts with implementing a safety culture and how it supports each other
- Develop an action plan to manage maintenance errors in your own area of responsibility

## Course Outline

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### • 01 DAY ONE

#### Introduction to Human Error in Maintenance

- We do not want to talk about it, but...
- The Significance of Human Error in Maintenance
- Relationship with Risk & Risk Management
- The Human Risk
- The Psychological Aspects of Human Error

### • 02 DAY TWO

#### Human Error – What is it?

- Different Types of Human Error in Maintenance
- How to identify them?
- Contributing Factors and Circumstances
- The Consequences of Maintenance Errors

### • 03 DAY THREE

#### How to Learn from Maintenance Errors

- Basic Methodologies to Analyse Technical Failures and Incidents
- Multiple Realities

- Subjective Views
- Effective Problem Solving
- Cause and Effect Relations
- RCA Methodologies – Application

#### • 04 DAY FOUR

##### **Maintenance Error Management**

- Principles of Maintenance Error Management
- Possible measures to take:
  - Person & Team
  - Workplace & Task
  - Organisation
  - Creating a Safety Culture

#### • 05 DAY FIVE

##### **Implementation Workshop**

- Implementation Aspects
- Performance Management: Influencing the Behaviour of People to Gain Better Results
- Action Plan

## Confirmed Sessions

| FROM          | TO            | DURATION | FEES       | LOCATION        |
|---------------|---------------|----------|------------|-----------------|
| May 26, 2025  | May 30, 2025  | 5 days   | 4250.00 \$ | UAE - Dubai     |
| June 23, 2025 | June 27, 2025 | 5 days   | 4250.00 \$ | UAE - Abu Dhabi |
| Dec. 1, 2025  | Dec. 5, 2025  | 5 days   | 4250.00 \$ | UAE - Dubai     |