NSF®

**Health Sciences
Pharma Biotech
Consulting**

The right people. The right solution. The first time.™

Human Error

Human Error Prevention: Courses and Consultancy from the Industry Experts

Did you know?

> Many regulatory authorities no longer accept human error as a justifiable cause of deviation incidents

> The cost of human error to the pharmaceutical industry is estimated to be in the BILLIONS of dollars

> There is no such thing as a single root cause to any deviation incident

If you think human error is the real cause of your quality problems, think again! Human error is only the symptom, never the cause. It is the starting point of your investigation, never the conclusion.

Are You Experiencing Human Error Incidents? We Can Help

We provide practical tools and techniques to help reduce so-called human error, which can save significant costs and protect you from severe regulatory action. You will go away with the tools needed to reduce errors, protect your business and drive continuous improvement.

Many companies have dramatically reduced the cost of human error by applying the tools and techniques we cover on our course and through consultancy support.

Education

Our comprehensive training course teaches the science of human error and a methodology for investigating incidents attributed to human error. This allows identifying corrective and preventive actions (CAPAs) that focus on the underlying contributing factors.

Our course is designed to achieve dramatic reductions in human error, especially deviation reoccurrence. It complements your existing company initiatives such as Lean, Six Sigma and root cause analysis and helps investigators to see human error from an entirely different point of view.

Our **residential courses** have been attended by delegates from seven regulatory agencies and over 350 companies. Those who have correctly used our tools and techniques have reported significant reductions in human error incidents.

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Many clients prefer a **customized (in-house)** course where content is designed to meet your exact requirements and to solve your specific error incidents.

You Will Learn

> Best industry practices: How the best companies gain regulatory and commercial advantage from reducing human error

> The psychology of human error: Why do we all make mistakes?

> That human error is only the start of any investigation

> The anatomy of problems and mistakes and why these are due to multiple contributing factors

> How to design processes and procedures to reduce human error

> Practical guidance on how to drive out complexity at every level… for good

> How to build in reliable system safeguards to detect mistakes early on

> How to error proof processes and procedures

Consultancy Support

Our staff of former EU and FDA officials as well as industry experts allows us to combine global regulatory knowledge with industry best practices to provide efficient and forward-looking compliance solutions.

We provide expert one-on-one guidance on what is best for your organization.

Learn More

For more information on our courses, visit our website at
www.nsf.org/info/pharma-training, email **pharmamail@nsf.org**
or call +44 1751 432 999.

For a list of white papers, videos and webinar recordings visit:
http://www.nsf.org/newsroom/publications/category/human-error-prevention

"Great course instructors who promoted open and honest group engagement."
Tarah Tyson, Genzyme Ireland, Republic of Ireland

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