



Thursday, October 28, 2010

Introduction to Human Performance Improvement

Marvin Hadley, Sandia National Laboratories

UNM Conference Center–Room C
1634 University Blvd NE
\$20 Non-members
AQN Members free

Networking & Registration:
7:00am–7:30am
Seminar: 7:30am–9:00am

Please register by 4 pm 10/25/10 – call 856-5147 or online at www.aqnetwork.org

SEMINAR

Understanding human fallibility within complex systems is the first step in reducing human error and managing defenses, which results in sustainable performance improvement. Looking through this new lens provides a fresh perspective on an old, increasingly complex problem. You will learn:

- 1) a new way to look at an old problem
- 2) why bad things happen to good people
- 3) how to measure the true health of a system.

PRESENTER

Unwittingly assimilated into a High Reliability Organization (HRO) at the tender age of 19, Marvin Hadley was trained to operate a nuclear power plant onboard a Nimitz class aircraft carrier. After 30 years of education and experience in military and commercial HROs, Marvin currently teaches performance improvement at Sandia National Labs in Albuquerque, New Mexico.

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