TEAVAM
Team Error And Violations Analysis Method
TEAVAM is a method that engages the whole workforce in predicting and managing errors and violations. The main benefits of the methodology are:

- Simple & engaging workshop method that the whole workforce can engage with
- Based on sound analytical methods, research and human factors expertise
- Helps identify systems changes that will reduce the likelihood of error
- Enhances situational awareness and the application of human performance tools
- Includes a database to store, track, update & access information
- Linked HSE Leadership tools to engage managers & supervisors
About The Keil Centre
The Keil Centre has worked extensively for the UK Health and Safety Executive (HSE), the Institute of Chemical Engineers (Icheme) and other regulatory bodies to provide advice on the application of human factors and psychology to safety. In the offshore oil and gas sector we were involved in the Step Change in Safety initiative following the results of the Cullen Report into Piper Alpha.

We have a very strong team of approximately 20 (16 UK based & 4 in Australia), with all our consultants being senior registered and/or chartered practitioners in the fields of Occupational Psychology, Clinical Psychology or Ergonomics. Our client base is diverse, both in terms of industry and geographic location, with work being conducted on all continents at present.

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About TEAVAM

TEAVAM is a method of predicting and managing human errors and violations. TEAVAM workshops can be delivered by TKC or by trained (1-day training) internal specialists. The TEAVAM workshops involve the following steps.

1. Identify critical tasks – teams use the TEAVAM gauge to understand which tasks are susceptible to errors and violations (with potential high impact) and should be prioritised
2. Task Analysis – teams divide tasks into smaller steps for further analysis
3. Identify potential errors & violations – For each step of the task the team uses behaviour categories (based on a model of information processing) to understand what potential errors/violations could take place. They choose the top 4 errors/violations for each task based on likelihood and potential impact.
4. Identify likely Performance Shaping Factors (PSFs – e.g. Ergonomic issues; Procedures) - for each of the top 4 chosen error/violations the team uses the structured TEAVAM analysis sheet to understand the potential PSFs.
5. Select solutions and record actions – Using the research-based suggestions in the TEAVAM analysis sheet the team can identify suitable actions to address any issues raised. These can be one-off actions or the use of a human performance tool to manage the potential for error (e.g. concurrent verification) or violation.

Following the workshops the data generated is entered into the TEAVAM spreadsheet. The information can be easily printed and can be used to support pre-job briefs, inductions and training. The spreadsheet can be updated with new information gathered in post-job briefs and actions can be tracked. The spreadsheet can easily be owned and updated by supervisors.

Human Performance tools and HSE Leadership tools can be used during shifts to remind employees to stop when unsure and to apply human performance tools (e.g. concurrent working) during steps of the job that have been identified as having a high potential for error. Pre-job briefs and STOP (Scan-Think-Options-Progress) posters can be used to remind employees when to apply these tools.

Train-the-trainer

A 1-day course that gives TEAVAM facilitators the opportunity to:
- Understand human performance and the role of the system, flawed controls, latent organizational weakness & performance shaping factors.
- Understand the steps involved in applying TEAVAM successfully on site.
- learn & practice applying the TEAVAM tools in a workshop environment

Who should attend?
The TEAVAM course is suitable for internal personnel who have experience and interest in identifying and analyzing risks in a structured way. Some knowledge of human factors is required (e.g. HFAT trained personnel).

Costs
The cost for the TEAVAM train-the-trainer is £3,000 + VAT + all expenses. The associated HSE Leadership tools are costed separately.