### TRANSFORMING INSIGHTS TO SAFE AND EFFICIENT SYSTEMS FOR CRITICAL ENVIRONMENTS

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# HALOGEN.

PROBLEM SOLVING IN COMPLEX ENVIRONMENTS





### WHAT IS A CRITICAL SYSTEM?



### DEMANDS OF THE PROFESSIONAL USER

### "IT HAS TO WORK 10 OUT OF 10 TIMES"



#### SECONDARY: USE IT SOMETIMES



TERTIARY: AFFECTED BY ITS USE



# SAFETY-CRITICAL SYSTEMS





### DO NOT ASSUME -OBSERVE REAL CONTEXT

### BASIC HUMAN NEEDS WILL NOT CHANGE

## UNDERSTAND NATURAL PROCESSES AND WORKFLOWS

4

MSD

2

3

### CO-CREATION IS KEY TO USER-DRIVEN PROCESSES

### WHAT for WHO – before HOW



### START THE PROJECT RIGHT



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### GET LOST IN THE WOODS

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### OUR COMPASS



#### HALOGEN.

ISO 9241-210 USER CENTERED DESIGN PROCESS

### OUR COMPASS



**STANDARDS** 

REGULATIONS HUMAN FACTORS

HALOGEN.

### OUR COMPASS













### WORK PLACE & CONTEXT



### THE OLD SYSTEM







**Inga** Crew Chief Launcher





High stress levels Reduced situation awareness No decision support Forced workflows



# TUNBLEWEED

### FINAL PRODUCT





# This has made our work 100 times easier!

### REFLECTIONS



### HOW CAN WE BRIDGE THE GAP TOGETHER?





### WOULD YOU ENJOY USING THE SYSTEMS YOU HAVE DEVELOPED?