

About the Speakers

Peter O. Passenier is a senior researcher with the Information Transfer Group of the Department of Information Processing of TNO Human Factors. He is involved in various projects on the development of new HMI and decision-support concepts in operational centres (CIC and SCC on board future frigates, control-room design power plants) and the drafting of HMI guidelines for such environments. In the PRISM project he is the current coordinator of the Focus Group on Human Factors in High-demand situations. Before working at TNO, he studied electrical engineering at Delft University of Technology. After his graduation he joined the Control Laboratory at the Faculty of Electrical Engineering as a member of the scientific staff. In 1989 he obtained a Ph.D degree on the design of an adaptive track predictor for ships.

Mark Neerincx conducted several usability studies in different design stages and investigated the cognitive requirements of current and future complex systems in different domains. His PhD-research centred on the harmonisation of tasks to human knowledge and capacities, resulting in a method for cognitive task load analysis and the design of cognitive support. Current research is focussing on cognitive models, in particular for mental load in high-demand situations and for personalised interaction with (mobile) network user interfaces. These models are integrated into methods that guide the development of human-computer systems and provide innovative user interface concepts (e.g. for damage control support on a ship or a personal assistant for mobile services). Mark Neerincx has been project leader in national and international projects in the domains of, for example, defence, maritime and aerospace sectors, and Internet services. He has been involved in the organisation of workshops and tutorials to discuss and disseminate human-factors knowledge.

José Herbaux is Safety manager Petrochemicals with ATOFINA headquarters Brussels. ATOFINA, the Chemical branch of the Oil Group TotalFinaElf, was created in April 2000 from the merger of the chemical and petrochemical activities of TotalFina and Elf Aquitaine. With 71000 employees and sales of \$ 17,5 bn, ATOFINA is one of the major chemical companies in the world.

Helen Conlin is a Senior Consultant with Parsons Brinckerhoff Ltd. in the Environment, Safety and Risk Management Division. Helen is a chartered chemical engineer who has worked across many industrial sectors for private and public clients. Helen project managed a HSE research project to develop a method for assessing the safety of process operation staffing arrangements, specifically for major hazard sites (published as CRR 348/2001). Helen subsequently applied the tool when advising several oil, gas and chemical clients on organisational change and design.

Peter Rasker has been affiliated with the institute of Human Factors of the Netherlands Organization for Applied Scientific Research (TNO) since 1996. He participated in various projects varying from software usability tests to performance analyses of military command and control systems. His research interests include team performance in complex situations, naturalistic decision making, and methods for (cognitive) task analysis. In April 2002, he received his PhD on the topic of "Communication and performance in teams." Peter Rasker is also interested in the topic of shared knowledge in organizations and how psychologically motivated theories can help to solve knowledge sharing problems in practice.

Ian Hamilton is the Technical Director of Human Engineering. He has worked as a professional ergonomist since 1984 and is a Registered member of the UK Ergonomics Society, a Chartered Psychologist registered with the British Psychological Society, and a Member of the Institution of

Occupational Safety and Health practitioners. Ian is also a member of the US Human Factors and Ergonomics Society. He has written and published a large number of technical and scientific articles on topics as diverse as task analysis, performance modelling and workload predictions, human computer interaction, Human Factors Integration (HFI), and safety management. He has also edited a volume on simulation in user interface design and a two-volume set on human factors and health & safety.

Michael Skelton is the Business Manager for Northern Ireland Electricity's (NIE) 24 Hour Response Business. He has been with NIE for 28 years, initially as a protection and system development engineer and for the last 10 years in various senior management positions. Michael has been at the forefront of NIE's change process since privatisation and during the last 3 years has developed the 24 Hour Response Business which has involved introducing new roles, processes and leading edge technology in Network Operations and Emergency Response. He has written papers and given presentations to the Institute of Electrical Engineers and is a member of the newly formed Northern Ireland Emergency Planning Society. Human Engineering have played a major role in the ergonomic design of NIE's new Control and Incident Centres as well as producing comprehensive training material.

Marc Grootjen is a technical officer of the Royal Netherlands Navy and a visiting scientist at TNO Human Factors. He graduated at the Royal Netherlands Navy Institute in 2000. In 2002 he received his master of science in mechanical engineering at the university of Delft on "Cognitive task load and support on a ship's bridge".

Alma Schaafstal is a senior scientist at TNO Human Factors, and Head of the Department of Training and Instruction. She holds a PhD in Cognitive Psychology (title of dissertation: Diagnostic Skill in Process Operation: A Comparison between Experts and Novices), and recently spent a year abroad in the US, where she was based at the Naval Air Warfare Center Training Systems Division, a research lab from the US Navy. Her main interests include training of troubleshooting, training technology and training in the information society. She has over 10 years of experience in innovation in training.

Mikael Wolff is a senior software engineer active in the Electrical Engineering Department of ESA at the ESTEC site in Noordwijk, the Netherlands. In support of the European contribution to the International Space Station – the Columbus Laboratory - he is a member of multilateral standardisation working groups concerned with onboard laptop-based crew procedures and displays. That work is supported by managing applied R&D type of activities with industrial partners throughout Europe, often leading to demonstration of technologies and operational concepts in the Columbus full-scale mock-up available at the Estec site.

Theo Logtenberg is a senior project manager in the department of Industrial Safety of TNO-MEP and chairman of the Netherlands Society for Risk Analysis and Reliability. His 30 years of experience within TNO relates to process and waste technology, quantitative risk assessment, safety and reliability of technical systems including software reliability and human factors, biosafety and to a large extent analysis of accidents in the Netherlands and abroad.