



# DAMIEN ARMENIS

A driven and internationally recognised Human Factors & Safety expert, proven to enhance operational performance and increase bottom-line profits in high reliability industries

I implement programs and solutions that maximise system performance and minimise error. I have over 14 years' proven success in Human Factors, Acquisition, and Risk and Safety Management, along with a PhD in the field. I possess a strong background in practical application, with experience in managing large scale strategic performance programs and the complexities that arise. My track record solving complex problems across a variety of high-reliability industries is irrefutable.

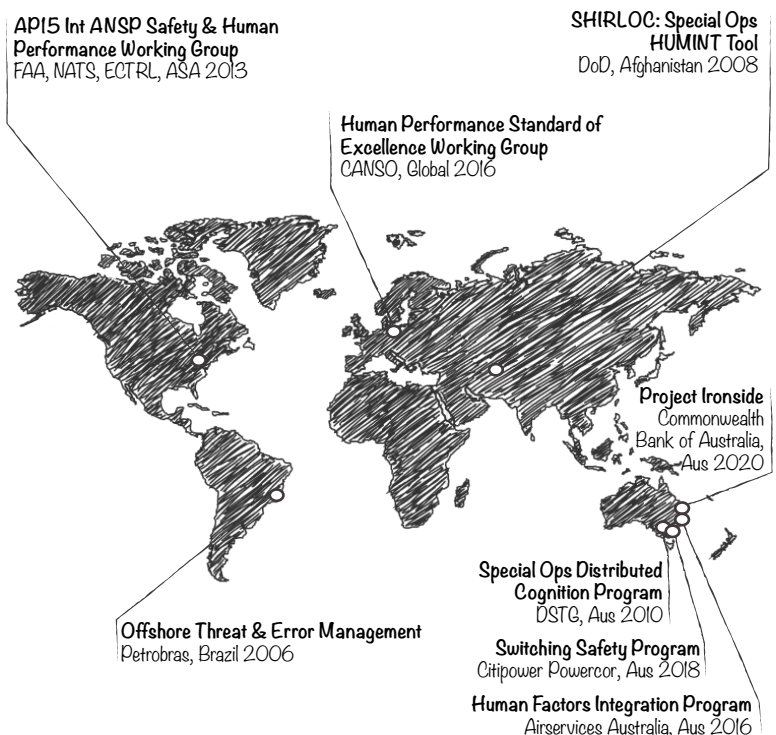
## CAPABILITIES

- Human Factors Engineering
- Project & Change Management
- Operations Diagnostics & Contextual Inquiry
- Threat & Error Management
- Human Factors Analysis & Assessment
- Risk & Safety Management
- SMS Design & Guidance
- Capability Development
- Fair and Just Culture Program Implementation
- Human Error Management
- Assurance & System T&E

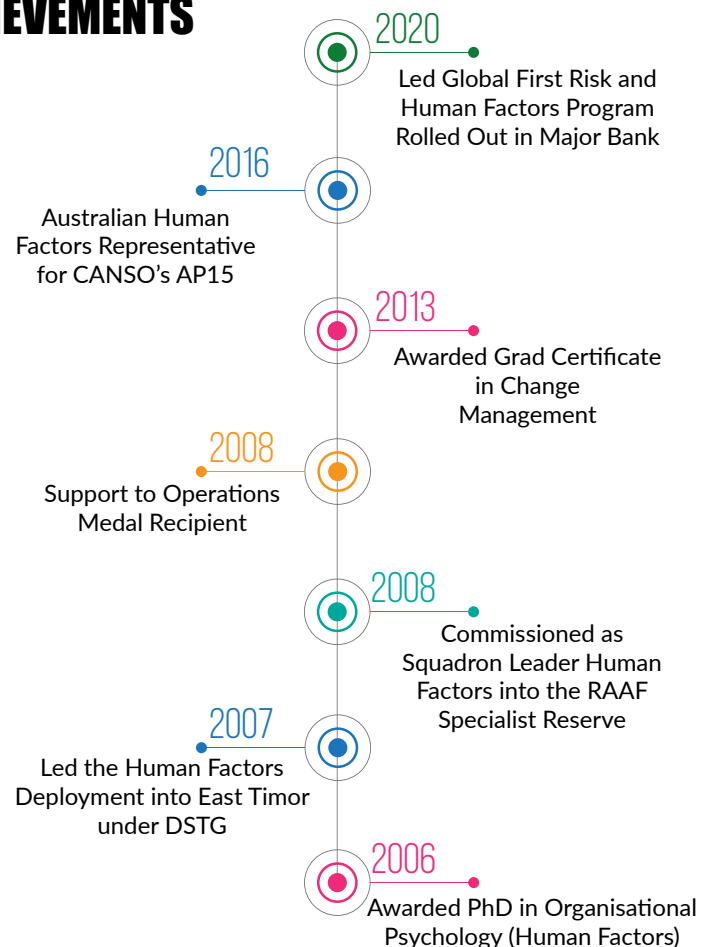
## EDUCATION AND COURSES

- University of NSW (2011- 2013)  
Graduate Certificate in Change Management
- University of Queensland - (2003 - 2006)  
PhD in Organisational Psychology and Human Factors
- University of Queensland - (2002)  
Honours (Psychology)
- Queensland University of Technology - (1999 - 2001)  
BPsych
- Cognitive Systems Engineering (2009)  
Project Performance International
- Capability Definition and Development (OCD/CONOPS) (2008)  
Project Performance International
- Specialist Officer Familiarisation Course, Royal Australian Air Force (2008)  
Specialist Reserve, East Sale Base
- CERT IV Training & Assessment  
Pro-System Training

## HUMAN FACTORS & SAFETY PROGRAMS



## ACHIEVEMENTS



**Jul 2013 to Oct 2016**

**Principal Human Factors Advisor, Airservices Australia, Brisbane**

Description: Leading the design and development of Airservices Human Factors Integration Program, a key driver to Airservices' strategic objectives.

**Key Roles**

- Human Factors Representative on CANSO HP Standards of Excellence Working Group
- Human Factors Lead for the Joint Civil-Defence OneSKY Program, 2011-2013

**Key Skills & Experiences**

- Managing large-scale change, special capability projects and capital acquisition across a number of Airservices capability inputs
- Development of Airservices' Human Factors Assurance Procedures and Automated Systems Guidelines
- Design and roll-out numerous SMS Artefacts relating to human factors
- Proven results for both safety and operational performance

**Present**

**Director & Principal**



**Major Clients**

- Commonwealth Bank of Australia
- Citipower Powercor
- South32
- Airservices Australia
- Department of Defence
- United Energy
- Yarra Trams
- TasNetworks
- Petrobras



**Dec 2004 to Dec 2006**

**Lecturer & Course Designer (Human Factors), University of Queensland, Brisbane**

Description: Topics included decision making, hypercognition, advanced human-computer interaction and human factors techniques.

**Aug 2012 to Jul 2013**

**Project Safety Services Manager, Airservices Australia, Brisbane**

Description: Leading and developing the Project Safety Services capability of 9 human factors and system safety specialists in Brisbane.

**Key Skills & Experiences**

- Delivered a capability development initiative which exceeded both major projects involvement and transfer of labour targets within Airservices
- Provided a proving ground for my leadership and stakeholder management skills
- Full range of Safety Management skills from assurance to monitoring to promotion



**RELEVANT EXPERIENCE**



**Feb 2011 to Aug 2012**

**Senior Human Factors Specialist, Airservices Australia, Brisbane**

Description: Providing timely HF strategies and advice for key air traffic management projects. Managing and developing effective HF integration, assurance strategies and interventions for the Australian Future Air Traffic Control System Program, OneSKY.

**Key Skills & Experiences**

- HF assurance across a number of high profile capital acquisition projects and changes throughout the lifecycle

**Jan 2007 to Feb 2011**

**Human Systems Performance Manager, Defence Science and Technology Organisation, Adelaide**

Description: Designed and delivered a cutting edge distributed cognition research program, resulting in real world practical solutions improving deployed Infantry and Special Forces operations. Project managed the Human Performance effort for L125 and L75 focussing on operational performance.

**Key Roles**

- Program Manager - Distributed Cognition Program, 2009-2011
- Head of Cognitive Systems Community of Practice, 2009-2011
- Human Factors Head - Project Land 200, 2007-2009
- Human Factors Manager - Support to Operations, 2007-2008

**Key Skills & Experiences**

- Managing multidisciplinary teams
- Designing and running user trials/field observations
- Presenting project outcomes to Government and deployed Commanders
- Human Systems Integration
- Sociotechnical, Human Factors and Human Performance analysis
- Developed numerous cognitive training packages for special forces units and deployed personnel
- Designed a number of decision making exercises for ADF personnel

**Jan 2003 to Jan 2007**

**Safety & Human Factors Consultant, Australia & Brazil**

Description: Consulted to various high reliability industries focussing on organisational performance, change and work design.

**Key Skills & Experiences**

- Consulted within a wide range of industries including Brazil's Oil & Gas and Healthcare sectors, the Brisbane City Council and various Australian Government Organisations
- Provided clients with timely, pragmatic and cost effective recommendations within the Human Performance, Leadership and Cognitive Skills Training fields
- Developed and implemented integrated training programs for Operators and Senior Managers including Coca Cola Amatil

# BOOKS, CHAPTERS, PUBLICATIONS & PRESENTATIONS

**Winning Hearts and Minds in High-Reliability Industries: The Role of Human Performance in Persistent Front-Line Behavior Change.**

Advances in Human Error, Reliability, Resilience, and Performance, pp.40-49



**Human Factors in the Introduction of Automated Systems in Safety-Critical Industries.**

International Safety Connect Conference, Melbourne AUS, 2019



**Using Human Factors Methods to Optimise Sydney Tower's Digitisation - Session Chair**

International Conference on Applied Human Factors and Ergonomics, Washington DC, 2019



**Decision-making in the pre-hospital emergency environment. Critical thinking and patient safety.**

Handbook of Pre-Hospital Emergency Human Factors. Elsevier. 2019.



**The Psychology of Formula One: Using Human Factors to Unlock Drivers' Inner World**

International Journal of Motorsport Management, 2018.



**Toward a Human Performance Standard of Excellence in Air Traffic Management**

ISAP Proceedings, Dayton USA, 2015.



**An experiment on the utility of Blue Force Tracker: The costs and benefits of having God's eye view**

International Journal of Intelligent Defence Support Systems, 2010.



**Extending the NATO Framework for Modeling and Trials: A Novel Approach to Assessing Technology Insertion**

Proceedings of the 15th ICCRTS, Santa Monica USA 2010.



**Human Factors in C2 Assessment.**

Proceedings of the Defence Human Sciences Symposium, Adelaide AUS, 2010.



**A System of Systems Based Framework for Analysing the Impact of New Army C2 Tactical Capabilities on Mission Outcomes.**

Proceedings of the TTCP Defence Human Systems Symposium, Sydney AUS, 2010.



**Distributed Cognition within Military Systems.**

Proceedings of the 45th Annual Conference of the Human Factors and Ergonomics Society of Australia. Melbourne, AUS: HFESA 2009.



**Training and Investigating Promotion Decision Making**

Lambert Publishing, 2009



**Recognizing Potential: A Naturalistic Investigation of Employee Promotion Decisions**

Journal of Cognitive Engineering and Decision Making, 2008



**Distributed Cognition Analysis within Military Systems: An Offensive Support Case Study.**

Land Warfare Conference, Brisbane AUS 2008.



**Dealing with battlefield complexity: A decision maker's perspective.**

8th Asia-Pacific Complex Systems Conference, Gold Coast, AUS 2007.

