

# USABILITY MAPPING

## The science of safety



A 90 Minute Webinar

### Safety and Documentation Cannot be Separated!

Did  
you  
Know?

- Technical writing practices can compromise user safety
- Emotions of the moment impact operational behaviour (not logic or language)
- Solutions crafted by expert opinions must still yield to the laws of human cognition and behaviour

Come  
and  
Find out!

- How to measurably reduce user comprehension errors by applying Usability Engineering techniques
- What user testing showed us that we never expected
- How applied psychology measurably reduces the risk of user performance errors
- How to make documents safer to use

**Vision:** Let us envision the day when no operator anywhere in the world has to perform a procedure that does not follow the principles of human cognition and behavior.

**Researched and presented by:**

Klaus Hofer, Ph.D. CEO and Chief Scientist at CAT-i



#### UX Usability Mapping Webinar

DATE by agreement

TIMES: e.g. 12:00 to 1:30 pm AST

CONTACT <https://csr-consulting.de/kontakt>

COST: 150 €