Announcing the Launch of the CIRM User Feedback Forum


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Background

• Concept of Human-Centred Design (HCD) important in development of maritime instruments and systems

• IMO Circular MSC.1/Circ.1512 – *Guideline on Software Quality Assurance and Human-Centred Design in e-navigation*

• Basic premise of HCD: “systems are designed to suit the characteristics of intended users and the tasks they perform, rather than requiring users to adapt to a system” *(IMO Circular MSC.1/Circ.1512)*
Problem

• Input from Practice and Research: System designers/manufacturers may struggle to find a sufficient number of users of sufficient diversity willing to provide their feedback

• CIRM User Feedback Forum created to put these companies directly in touch with users and human factors experts willing to participate in development and to provide feedback

• Collaboration between CIRM (system designers/manufacturers) and the Nautical Institute (users)
How it works

• Webpage hosted and administered by CIRM; supported by the NI

• Users visit the page to register - details added to a “user pool”

• CIRM members seeking users contact the “user pool” via CIRM

• Willing users and human factors experts will respond, and the specific terms/conditions of their participation in the exercise will be arranged directly with the CIRM member

• After conclusion of exercise, outcome shared with NI (non-sensitive info only)
The CIRM perspective
Benefits to system designers/manufacturers

- Free-to-use service for any CIRM member seeking user feedback, providing:
  - Direct access to a diverse pool of users/human factors experts
  - Ability to easily arrange user participation
  - Better understanding of user needs
  - Improved usability of equipment/systems
  - Promotion of brand through accompanying publicity
Benefits to Mariners

- Provide feedback to the industry
- See the newest designs
- Understand the trends
- Advise your shipping company
- Explore career options
Benefits to Training Centres

• Introduce students to new design
• Introduce staff to new design
• Provide feedback to industry
• Better understand training needs
• Influence training response
• Attract collaboration
The Human Factors Perspective
Benefits to HF Community

- Provides a direct connection between users, designers and maritime Human Factors
- Empowers multidisciplinary design ventures
- Provides a dissemination channel
- Enables transfer of know-how
- Could be a stepping stone to better organize maritime Human Factors competence

Applied Maritime Ergonomics Network

👍👍👍It Works...for me!
Benefits for sharing

- Understand the process
- Learn from others
- Influence design
- Inspire others
- Engage users
cirm.org/services/cuff.html