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**Ministry
of Defence**

**JSP 886
THE DEFENCE LOGISTICS SUPPORT CHAIN MANUAL**

**VOLUME 7
SUPPORTABILITY ENGINEERING**

**PART 8.09
HUMAN FACTORS INTEGRATION**

VERSION RECORD		
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CHAPTER 1: HUMAN FACTORS INTEGRATION

CONTEXT

1. This part provides key points on the MOD Human Factors Integration (HFI) policy guidance and compliance with the Support Solution Envelope (SSE) Governing Policy.

PRECEDENCE AND AUTHORITY

2. The procedure to implement HFI is promulgated from [DE&S Corporate Governance Portal Index](#) – Support Solutions Development: KSA 2, Supportability Engineering.

MANDATED REQUIREMENTS

3. To meet the MOD's legal duty of care obligations it is a requirement that all Project specific and equipment specific mandated HFI guidance must be considered on a product / equipment basis. HFI impacts on effectiveness and safety of product or service being delivered.

ASSURANCE AND PROCESS

Ensurance and Assurance

4. The details for ensurance on the HFI Data Governing Policy are provided on the Acquisition Operating Framework (AOF), within the Support Solutions Envelope (SSE), Governing Policy 2.9.

5. HFI Governing Policy is also found in AOF at Tactical Level:
http://www.ams.dii.r.mil.uk/aofcontent/tactical/hfi/content/hfi_pga.htm.

6. Ensurance: is internal validation carried out by the project team as an assessment of the development of the support solution.

7. HFI has some elements of the ILS process which are independently assured against Governing Policy 2.1 by the PT. Guidance for Assurance can be found in [JSP 886 Volume 1 Part 3: SSE](#). Assurance cannot be conducted in isolation it must be carried out collectively.

8. Assurance: Governing Policies are externally assessed by the Human Factors Subject Matter Experts, independently identifying risks to delivery and assisting in the provision of a coherent support solution.

PROCESS

9. Project Group identifies and documents "People-Related considerations" against the established Projects concept and objectives and within the established "Context of Use".

10. HFI must be considered across all domains and the 'people related' considerations in each domain identified and mitigated. Thus there must be an assessment of the considerations up front to determine the level of HFI effort required subsequently.

11. The HFI supplier includes a HFI plan (HFIP) on how these People-Related considerations will be addressed. The HFIP will be produced to identify the framework by which Human Factors will be integrated into the system engineering process. The HFIP

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should also detail the activities, strategies and outputs for the HF activities. These activities must be tailored to meet the individual project's needs.

12. Milestones / Reports / acceptance trials are detailed so compliance can be ensured. Milestones / reports trials don't ensure compliance on their own; assurance does that.

13. HFI policy guidance can also be accessed on the [Acquisition Operating Framework \(AOF\)](#) and is documented within Defence Standard 00-250: 'Human Factors for Designers of Systems' and [JSP 912: Human Factors Integration for Defence Systems](#).

KEY PRINCIPLES

14. HFI is a systemic process for identifying, tracking and resolving people-related considerations, ensuring a balanced integration of both technologies and human aspects of capability.

15. Consideration of manpower utilisation from numbers and skills required and the environment in which those personnel are to operate. HFI is an engineering discipline that applies theory, methods and research findings from ergonomics, psychology, physiology, anatomy and other disciplines to the design of defence systems. It is interdisciplinary, bringing together concepts, theories, data and practice from a number of human-related sciences. It is concerned with influencing the design of equipment and operational environments so to promote safe, efficient use of people and reliable total system performance.

16. It is essential that a set of robust HFI requirements are included in acquisition and support contracts to aid the specification and demonstration of the requisite performance and safety levels. See Defence Standard 00-250 'Human Factors for Designers of Systems' for further details.

17. Where Integrated Logistic Support (ILS) processes have been invoked, HFI plans and outputs shall be incorporated into the overall logistic output, and the data recorded in the Logistic Support Analysis Record (LSAR). It is recognised that the major output of HFI will be to influence design and safety aspects.

POLICY

18. The HFI policy must be adhered to when applying human factors to the design and development of defence systems. Domains are covered in detail in Def Stan 00-250 Sections 8-18 respectively.

19. It is MOD policy that:

- a. The procedures and processes within the HFI are applied through life to all projects.
- b. HFI shall be addressed in Initial Gate and Main Gate Business Cases, to the satisfaction of the Investment Appraisal Board.
- c. Rigorous HFI requirements shall be included in all procurement and support contracts. See Part 0 of 00-250 for further details.
- d. Progressive Assurance shall be used to demonstrate that contractual HFI requirements have been met during Concept, Assessment, Demonstration,

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Manufacture and In-service and Disposal. In order to do this, adequate resources are needed to ensure that the necessary HFI activities are budgeted for.

20. In order to ensure that all aspects of HFI are comprehensively addressed a competent HFI lead will need to contribute to the design process, or liaise with HFI Subject Matter Experts or obtain external advice. See [HFI Competencies](#) for further details.

ASSOCIATED STANDARDS AND GUIDANCE

21. The People In Systems TLCM Handbook November (reprinted October 2010) (see [Human Factors Integration Defence Technology Centre \(HFI DTC\) Home Page](#)).

- a. [Defence Standard 00-250: – ‘Human Factors for Designers of Systems’](#).
- b. [DE&S Corporate Governance Portal Index: – Support Solutions Development](#).
- c. [Acquisition Operating Framework \(AOF\), Support Solutions Envelope \(SSE\) Governing Policy 2.9](#)”.
- d. [JSP 886 Volume 1 Part 3](#).
- e. [JSP 912: Human Factors Integration for Defence Systems](#).

OWNERSHIP

22. The policy for HFI is sponsored by DES SE SEIG. Enquiries regarding the content of this document should be addressed to the relevant contacts below:

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