



CIRM User Feedback Forum

IALA ENAV 19

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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) – Launched Jan 2016!



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





The Nautical Institute Perspective

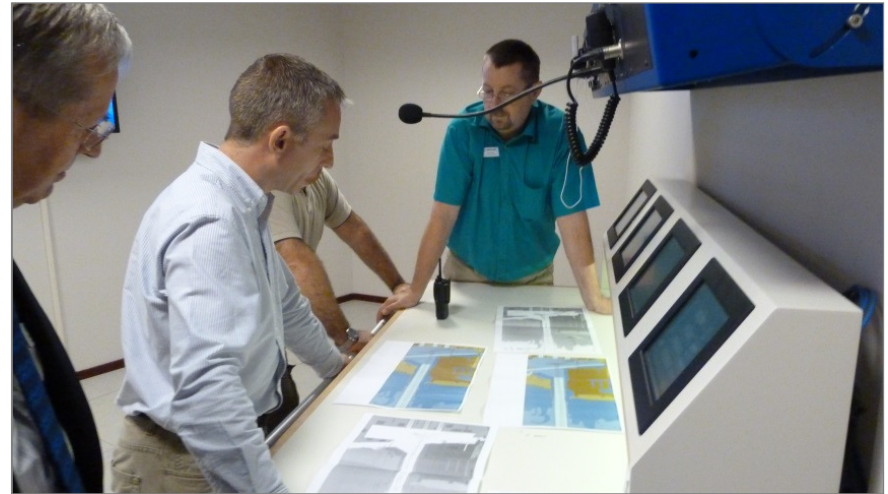
Benefits to Mariners

- 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

