



MANPRINT

Practitioners' Insights

Cause and Effect Workshop & Survey

LTC Dave Doane
April 1, 2010





1. Lunchtime Workshop to Generate and Categorize Customer-Focused Issues





Topic	Key Talking Point	Support	Time
Introduction and Opening Remarks	Why we are here to talk about issues	LTC Doane	4 min
Voice of the Customer: Identification of “Customer” and Customer Needs	Who do we serve/ work with/ support/ supply?	Fitsum Andargue	15 min
Identifying Issues	What is keeping us from supporting our customers?	LTC Doane and Fitsum Andargue	15 min
Categorizing Issues	How can we categorize the issues?	Fitsum Andargue	15 min
Ranking Issues	How would you rank the Issues by Importance ? (High–Red, Medium–Amber, Low–Green)	MANPRINT Cause and Effect Workshop Team	10 min
Wrap-Up	This effort helps target issues to improve results	LTC Doane	1 min





<i>MANPRINT Customers</i>	<i>Customer Needs</i>
Systems Engineers	<ul style="list-style-type: none"> •Human Activities •Design Guidelines
Soldiers	<ul style="list-style-type: none"> •Help insuring a system that helps accomplish the mission
MANPRINT Integrators	<ul style="list-style-type: none"> •Human performance issues
Project Managers	<ul style="list-style-type: none"> •High Workload, Human Task and how to change design •Want a fair assessments •Mitigations, developmental
DAE / AAE / MDA	<ul style="list-style-type: none"> •Need accurate info to make informed decisions
G-1 MANPRINT HQ	<ul style="list-style-type: none"> • MANPRINT assessment •SITREPS
Congress	<ul style="list-style-type: none"> •Annual report
TRADOC / TCM	<ul style="list-style-type: none"> •Requirement •Analysis (MPT, HFE) •Mitigations
Combat Developers	<ul style="list-style-type: none"> •MANPRINT Process established in requirements document
AEC	<ul style="list-style-type: none"> •Evaluations
HQDA SACO	<ul style="list-style-type: none"> •MANPRINT language in system documents
Analysts	<ul style="list-style-type: none"> •Info for evaluations





- Identifying customers and needs allowed the group to brainstorm key issues



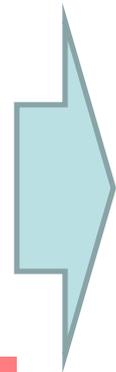
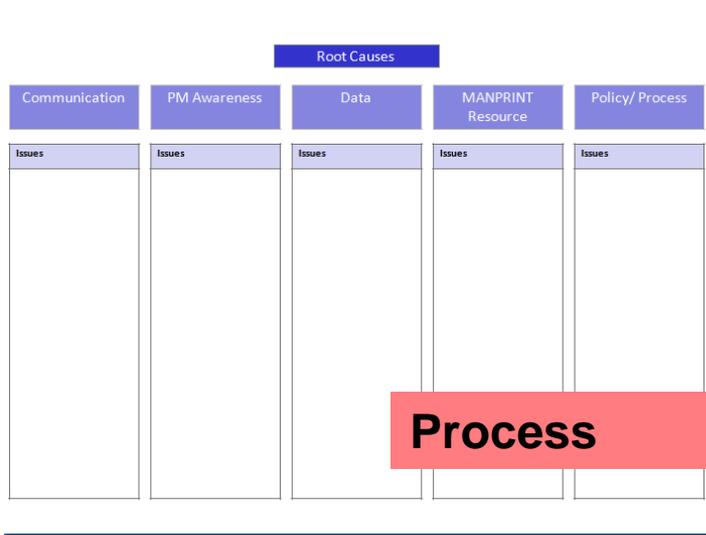
Brainstormed list of issues

- Quality of information (solve problem, quality of assessments)
- “Quick Fixes”
- MANPRINT Assessment
- Lack of program information
- Lack of education on programs
- Timely information
- Convey data
- Requirement documents
- Training





- Categorizing created manageable “buckets” of issues

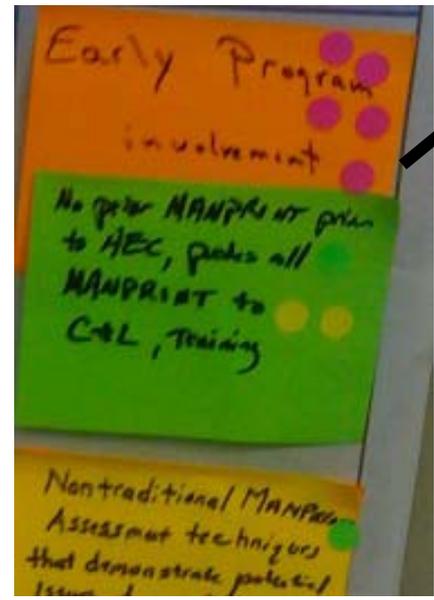


Results





- Identifying customers and needs allowed the group to rank issues using a dot voting method





Category	Issue
Awareness	PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.
	PM fails to hold MANPRINT Work Groups
	PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).
	PM lacks awareness of MANPRINT and requirements
	PM requests analysis too late, leaving insufficient time available to respond.
Communication / Clout	Lack of communication between practitioners and domains
	MANPRINT Program lacks clout
	TRADOC / TCM does not invite Practitioner to Pre-MS A meetings
Data	Difficulty for Analysts to quantify subject parameters regarding humans
	MANPRINT Assessment does not always incorporate the latest domain data
	Not a clear way for System Engineers to articulate the human requirement
	Timeliness of data for domain assessments and MANPRINT Assessment
MANPRINT Resource	Gaps in training for practitioners
	MANPRINT integrators not hired but borrowed from another organization
	Not enough internal practitioners to work in programs
Policy / Process	Classified issues can be a problem in handling (contractor and government)
	MANPRINT involvement not started early enough in program lifecycle
	MANPRINT policy is not detailed enough to be enforced with PM / AAE
	No prior MANPRINT involvement in similar programs; no benchmark, no experience.
	Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)
Requirement Documents	Requirements written before human performance analysis done





- Short Term:
 - Conduct survey
 - Rank based on Importance (H-M-L)
 - Rank based on Cost to Fix (H-M-L)
 - Rank based on Urgency (H-M-L)
 - Benefit and Effort Matrix
- Long Term:
 - Update Qualitative Value Model
 - Metrics
 - Evaluation Measures
 - Add Projects to the Hopper
 - RIE
 - Belt Certification





2. Survey to Rank the Issues on Three Dimensions (Independent Voting)





- Started with a list of 21 issues sorted into six categories by 12 selected MANPRINT Practitioners at the 17 Mar MANPRINT Conference
- Used Survey to collect input on two questions:
 - Independent forced distribution ranking of the issues into High, Medium, and Low bins across three dimensions: Importance, Cost, and Urgency
 - Free text comments about the workshop





1. Please rate the following issues in terms of relative IMPORTANCE. Consider the benefit of eliminating this issue. There are 21 issues. Rate seven HIGH (most important), seven MEDIUM, and seven LOW.

	answered question			14	Response Count
	skipped question			0	
	Low	Medium	High	Rating Average	
PM requests analysis too late, leaving insufficient time available to respond.	0.0% (0)	42.9% (6)	57.1% (8)	2.57	14
PM lacks awareness of MANPRINT and requirements	7.1% (1)	21.4% (3)	71.4% (10)	2.64	14
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	7.1% (1)	14.3% (2)	78.6% (11)	2.71	14
PM fails to hold MANPRINT Work Groups	28.6% (4)	50.0% (7)	21.4% (3)	1.93	14
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	21.4% (3)	35.7% (5)	42.9% (6)	2.21	14
Not a clear way for System Engineers to articulate the human requirement	57.1% (8)	28.6% (4)	14.3% (2)	1.57	14
Difficulty for Analysts to quantify subject parameters regarding humans	64.3% (9)	21.4% (3)	14.3% (2)	1.5	14
MANPRINT Assessment does not always incorporate the latest domain data	35.7% (5)	50.0% (7)	14.3% (2)	1.79	14
Timeliness of data for domain assessments and MANPRINT Assessment	0.0% (0)	57.1% (8)	42.9% (6)	2.43	14
Not enough internal practitioners to work in programs	28.6% (4)	35.7% (5)	35.7% (5)	2.07	14
Gaps in training for practitioners	42.9% (6)	50.0% (7)	7.1% (1)	1.64	14
MANPRINT integrators not hired but borrowed from another organization	71.4% (10)	28.6% (4)	0.0% (0)	1.29	14
Requirements written before human performance analysis done	21.4% (3)	50.0% (7)	28.6% (4)	2.07	14
MANPRINT involvement not started early enough in program lifecycle	0.0% (0)	21.4% (3)	78.6% (11)	2.79	14
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	50.0% (7)	42.9% (6)	7.1% (1)	1.57	14
MANPRINT policy is not detailed enough to be enforced with PM / AAE	14.3% (2)	57.1% (8)	28.6% (4)	2.14	14
Classified issues can be a problem in handling (contractor and government)	78.6% (11)	14.3% (2)	7.1% (1)	1.29	14
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	71.4% (10)	7.1% (1)	21.4% (3)	1.5	14
Lack of communication between practitioners and domains	14.3% (2)	57.1% (8)	28.6% (4)	2.14	14
MANPRINT Program lacks clout	28.6% (4)	21.4% (3)	50.0% (7)	2.21	14
TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	23.1% (3)	30.8% (4)	46.2% (6)	2.23	13



2. Please rate the following issues in terms of relative COST. Consider the resources (time, talent, and treasure) required to eliminate this issue. There are 21 issues. Rate seven HIGH (most costly), seven MEDIUM, and seven LOW.



	<i>answered question</i>			<i>Rating Average</i>	<i>Response Count</i>
	<i>Low</i>	<i>Medium</i>	<i>High</i>		
PM requests analysis too late, leaving insufficient time available to respond.	28.6% (4)	42.9% (6)	28.6% (4)	2	14
PM lacks awareness of MANPRINT and requirements	35.7% (5)	42.9% (6)	21.4% (3)	1.86	14
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	0.0% (0)	21.4% (3)	78.6% (11)	2.79	14
PM fails to hold MANPRINT Work Groups	57.1% (8)	14.3% (2)	28.6% (4)	1.71	14
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	42.9% (6)	28.6% (4)	28.6% (4)	1.86	14
Not a clear way for System Engineers to articulate the human requirement	64.3% (9)	35.7% (5)	0.0% (0)	1.36	14
Difficulty for Analysts to quantify subject parameters regarding humans	21.4% (3)	50.0% (7)	28.6% (4)	2.07	14
MANPRINT Assessment does not always incorporate the latest domain data	35.7% (5)	42.9% (6)	21.4% (3)	1.86	14
Timeliness of data for domain assessments and MANPRINT Assessment	14.3% (2)	42.9% (6)	42.9% (6)	2.29	14
Not enough internal practitioners to work in programs	14.3% (2)	28.6% (4)	57.1% (8)	2.43	14
Gaps in training for practitioners	14.3% (2)	42.9% (6)	42.9% (6)	2.29	14
MANPRINT integrators not hired but borrowed from another organization	28.6% (4)	35.7% (5)	35.7% (5)	2.07	14
Requirements written before human performance analysis done	28.6% (4)	35.7% (5)	35.7% (5)	2.07	14
MANPRINT involvement not started early enough in program lifecycle	21.4% (3)	28.6% (4)	50.0% (7)	2.29	14
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	42.9% (6)	50.0% (7)	7.1% (1)	1.64	14
MANPRINT policy is not detailed enough to be enforced with PM / AAE	28.6% (4)	50.0% (7)	21.4% (3)	1.93	14
Classified issues can be a problem in handling (contractor and government)	53.8% (7)	30.8% (4)	15.4% (2)	1.62	13
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	71.4% (10)	14.3% (2)	14.3% (2)	1.43	14
Lack of communication between practitioners and domains	57.1% (8)	35.7% (5)	7.1% (1)	1.5	14
MANPRINT Program lacks clout	35.7% (5)	14.3% (2)	50.0% (7)	2.14	14
TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	35.7% (5)	28.6% (4)	35.7% (5)	2	14





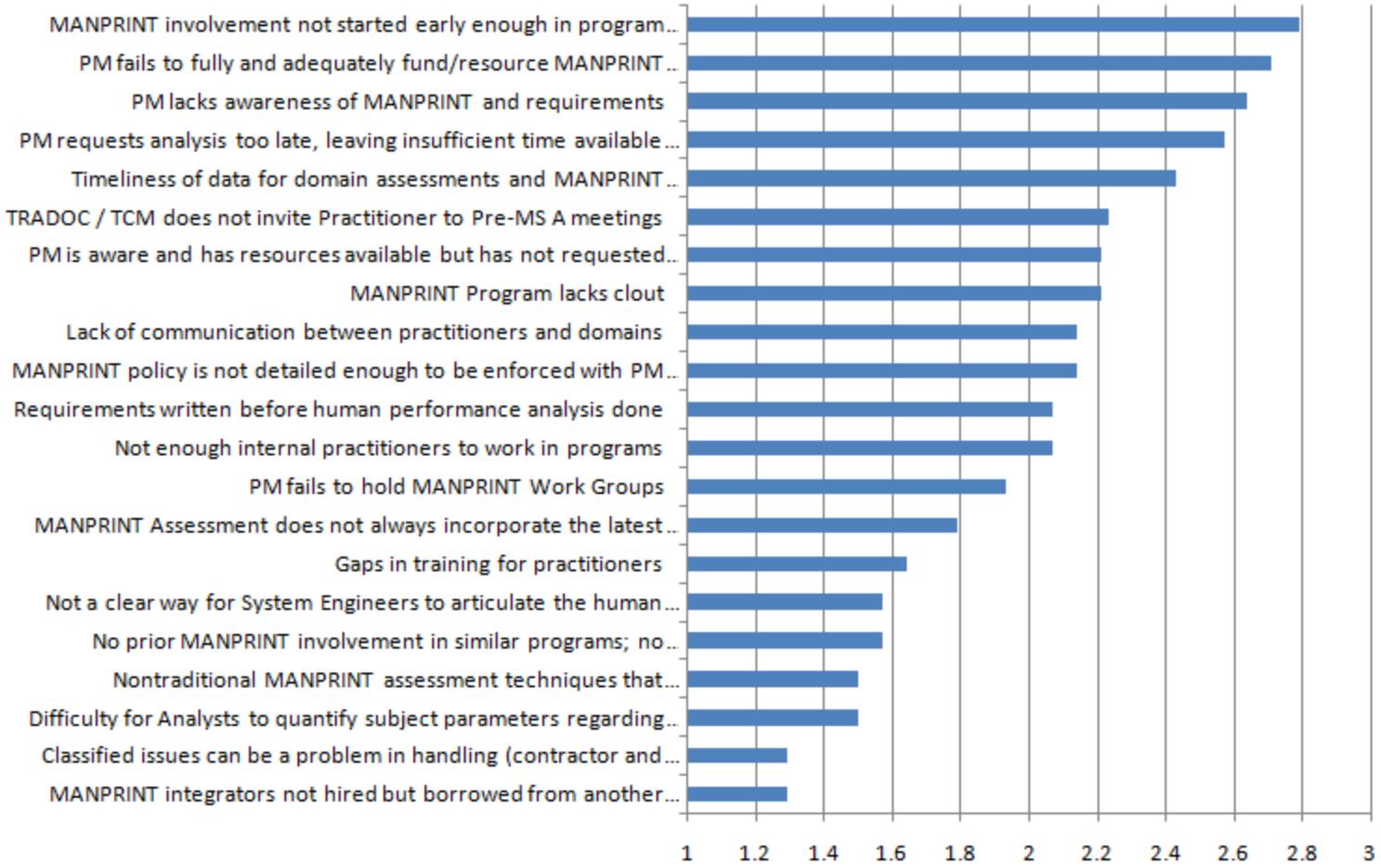
3. Please rate the following issues in terms of relative URGENCY. Consider the time sensitivity of eliminating the issue. There are 21 issues. Rate seven HIGH (most urgent), seven MEDIUM, and seven LOW.

	answered question			14	
	skipped question			0	
	Low	Medium	High	Rating Average	Response Count
PM requests analysis too late, leaving insufficient time available to respond.	0.0% (0)	35.7% (5)	64.3% (9)	2.64	14
PM lacks awareness of MANPRINT and requirements	21.4% (3)	35.7% (5)	42.9% (6)	2.21	14
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	0.0% (0)	35.7% (5)	64.3% (9)	2.64	14
PM fails to hold MANPRINT Work Groups	42.9% (6)	42.9% (6)	14.3% (2)	1.71	14
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	28.6% (4)	14.3% (2)	57.1% (8)	2.29	14
Not a clear way for System Engineers to articulate the human requirement	64.3% (9)	28.6% (4)	7.1% (1)	1.43	14
Difficulty for Analysts to quantify subject parameters regarding humans	50.0% (7)	35.7% (5)	14.3% (2)	1.64	14
MANPRINT Assessment does not always incorporate the latest domain data	35.7% (5)	42.9% (6)	21.4% (3)	1.86	14
Timeliness of data for domain assessments and MANPRINT Assessment	28.6% (4)	35.7% (5)	35.7% (5)	2.07	14
Not enough internal practitioners to work in programs	28.6% (4)	42.9% (6)	28.6% (4)	2	14
Gaps in training for practitioners	28.6% (4)	57.1% (8)	14.3% (2)	1.86	14
MANPRINT integrators not hired but borrowed from another organization	64.3% (9)	35.7% (5)	0.0% (0)	1.36	14
Requirements written before human performance analysis done	35.7% (5)	28.6% (4)	35.7% (5)	2	14
MANPRINT involvement not started early enough in program lifecycle	0.0% (0)	14.3% (2)	85.7% (12)	2.86	14
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	64.3% (9)	21.4% (3)	14.3% (2)	1.5	14
MANPRINT policy is not detailed enough to be enforced with PM / AAE	21.4% (3)	64.3% (9)	14.3% (2)	1.93	14
Classified issues can be a problem in handling (contractor and government)	78.6% (11)	21.4% (3)	0.0% (0)	1.21	14
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	71.4% (10)	14.3% (2)	14.3% (2)	1.43	14
Lack of communication between practitioners and domains	14.3% (2)	50.0% (7)	35.7% (5)	2.21	14
MANPRINT Program lacks clout	14.3% (2)	42.9% (6)	42.9% (6)	2.29	14
TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	21.4% (3)	14.3% (2)	64.3% (9)	2.43	14



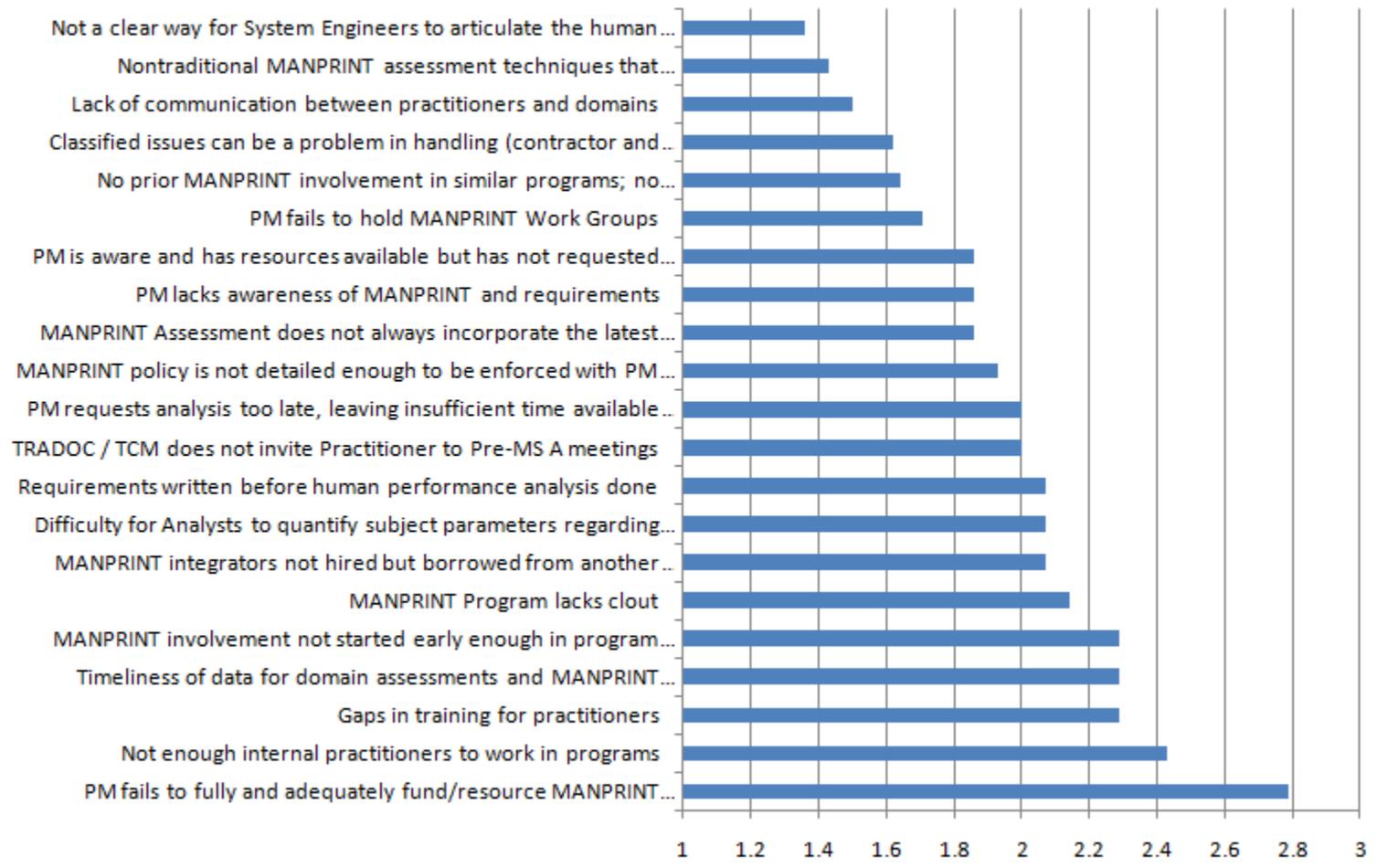


IMPORTANCE



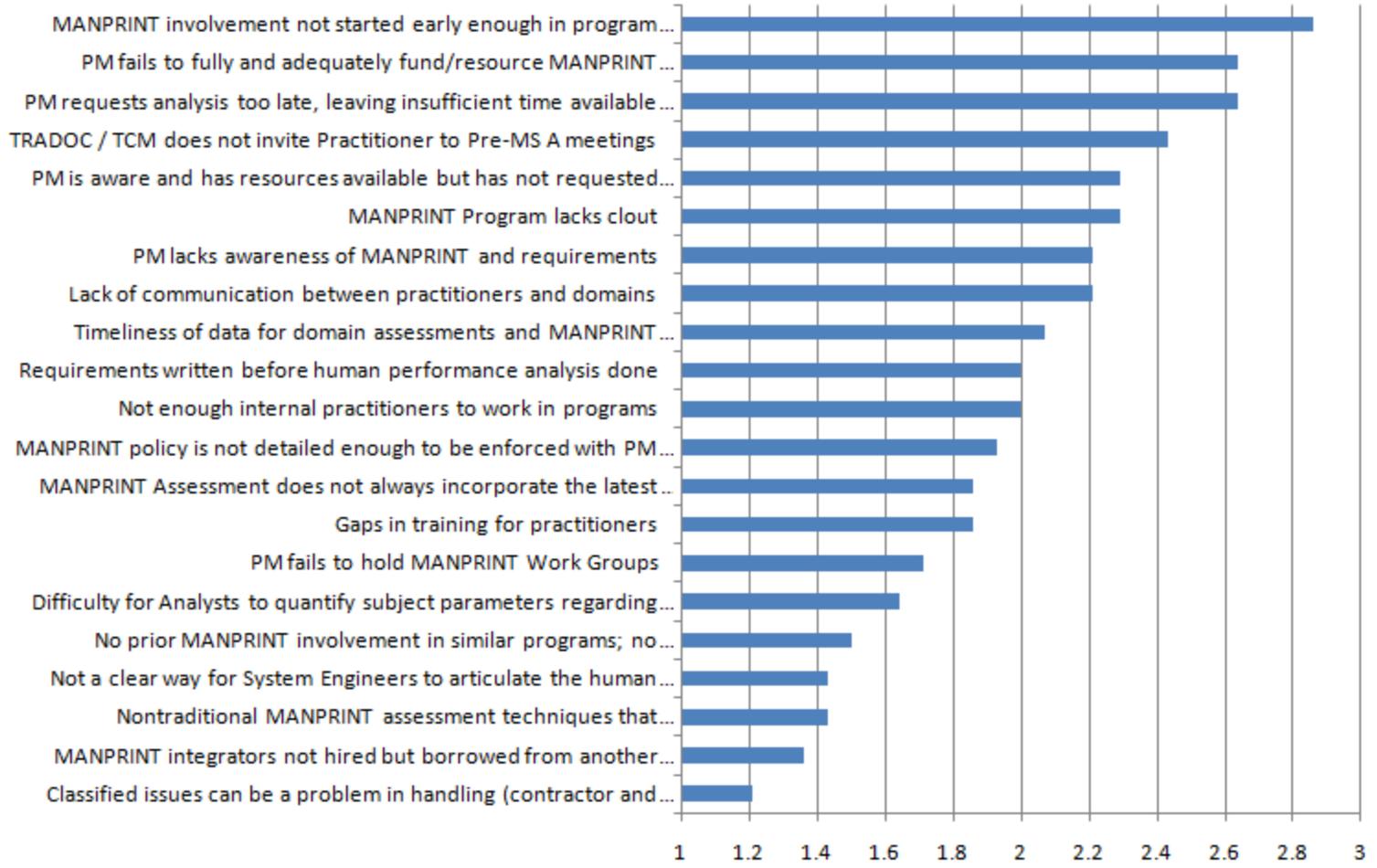


COST





URGENCY





Category	Issues	I	C	U
Awareness	5	2.41	2.04	2.30
Communication / Clout	3	2.19	1.88	2.31
Data	4	1.82	1.90	1.75
MANPRINT Resource	3	1.67	2.26	1.74
Policy / Process	5	1.86	1.78	1.79
Requirement Documents	1	2.07	2.07	2.00
	21			

Summary looking at the issue category average scores:

Most Important to fix is **Awareness**;

Least Costly to fix is **Policy / Process**;

Most Urgent to fix is **Communication / Clout**;

Least is MANPRINT Resource

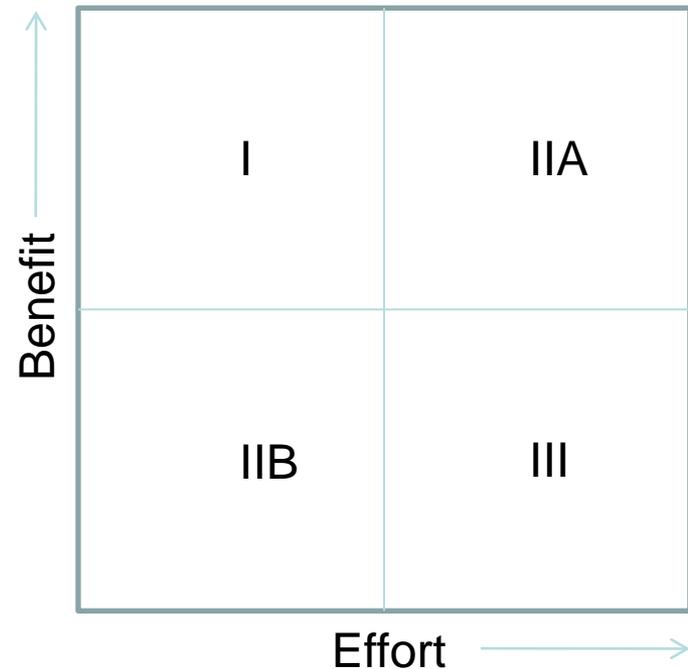
Most is MANPRINT Resource

Least is MANPRINT Resource





- Identify issues with the Highest Benefit (Importance)
- Then look for those with the Least Effort (Cost)
- Tie-breaker:
 - Highest Urgency
- Avoid Quadrant III
 - High effort, Low benefit
- Better than Quads:
 - Indifference Curves
 - Benefit & Effort are balanced





Issues sorted by category
Best and Worst in each Dimension

Issue	Code	IMPORTANCE	COST	URGENCY
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	A-1	2.71	2.79	2.64
PM fails to hold MANPRINT Work Groups	A-2	1.93	1.71	1.71
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	A-3	2.21	1.86	2.29
PM lacks awareness of MANPRINT and requirements	A-4	2.64	1.86	2.21
PM requests analysis too late, leaving insufficient time available to respond.	A-5	2.57	2.00	2.64
Lack of communication between practitioners and domains	C-1	2.14	1.50	2.21
MANPRINT Program lacks clout	C-2	2.21	2.14	2.29
TRADOC / TCM does not invite Practitioner to Pre-MSA meetings	C-3	2.23	2.00	2.43
Difficulty for Analysts to quantify subject parameters regarding humans	D-1	1.50	2.07	1.64
MANPRINT Assessment does not always incorporate the latest domain data	D-2	1.79	1.86	1.86
Not a clear way for System Engineers to articulate the human requirement	D-3	1.57	1.36	1.43
Timeliness of data for domain assessments and MANPRINT Assessment	D-4	2.43	2.29	2.07
Gaps in training for practitioners	M-1	1.64	2.29	1.86
MANPRINT integrators not hired but borrowed from another organization	M-2	1.29	2.07	1.36
Not enough internal practitioners to work in programs	M-3	2.07	2.43	2.00
Classified issues can be a problem in handling (contractor and government)	P-1	1.29	1.62	1.21
MANPRINT involvement not started early enough in program lifecycle	P-2	2.79	2.29	2.86
MANPRINT policy is not detailed enough to be enforced with PM / AAE	P-3	2.14	1.93	1.93
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	P-4	1.57	1.64	1.50
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	P-5	1.50	1.43	1.43
Requirements written before human performance analysis done	R-1	2.07	2.07	2.00

High Importance,
Low Cost,
High Urgency

Low Importance,
High Cost,
Low Urgency





Issues sorted on Importance
Highlighting the 7 Most Urgent

Issue	Code	IMPORTANCE	COST	URGENCY
MANPRINT involvement not started early enough in program lifecycle	P-2	2.79	2.29	2.86
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	A-1	2.71	2.79	2.64
PM lacks awareness of MANPRINT and requirements	A-4	2.64	1.86	2.21
PM requests analysis too late, leaving insufficient time available to respond.	A-5	2.57	2.00	2.64
Timeliness of data for domain assessments and MANPRINT Assessment	D-4	2.43	2.29	2.07
TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	C-3	2.23	2.00	2.43
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	A-3	2.21	1.86	2.29
MANPRINT Program lacks clout	C-2	2.21	2.14	2.29
Lack of communication between practitioners and domains	C-1	2.14	1.50	2.21
MANPRINT policy is not detailed enough to be enforced with PM / AAE	P-3	2.14	1.93	1.93
Requirements written before human performance analysis done	R-1	2.07	2.07	2.00
Not enough internal practitioners to work in programs	M-3	2.07	2.43	2.00
PM fails to hold MANPRINT Work Groups	A-2	1.93	1.71	1.71
MANPRINT Assessment does not always incorporate the latest domain data	D-2	1.79	1.86	1.86
Gaps in training for practitioners	M-1	1.64	2.29	1.86
Not a clear way for System Engineers to articulate the human requirement	D-3	1.57	1.36	1.43
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	P-4	1.57	1.64	1.50
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	P-5	1.50	1.43	1.43
Difficulty for Analysts to quantify subject parameters regarding humans	D-1	1.50	2.07	1.64
Classified issues can be a problem in handling (contractor and government)	P-1	1.29	1.62	1.21
MANPRINT integrators not hired but borrowed from another organization	M-2	1.29	2.07	1.36

High Importance,
Low Cost,
High Urgency

Low Importance,
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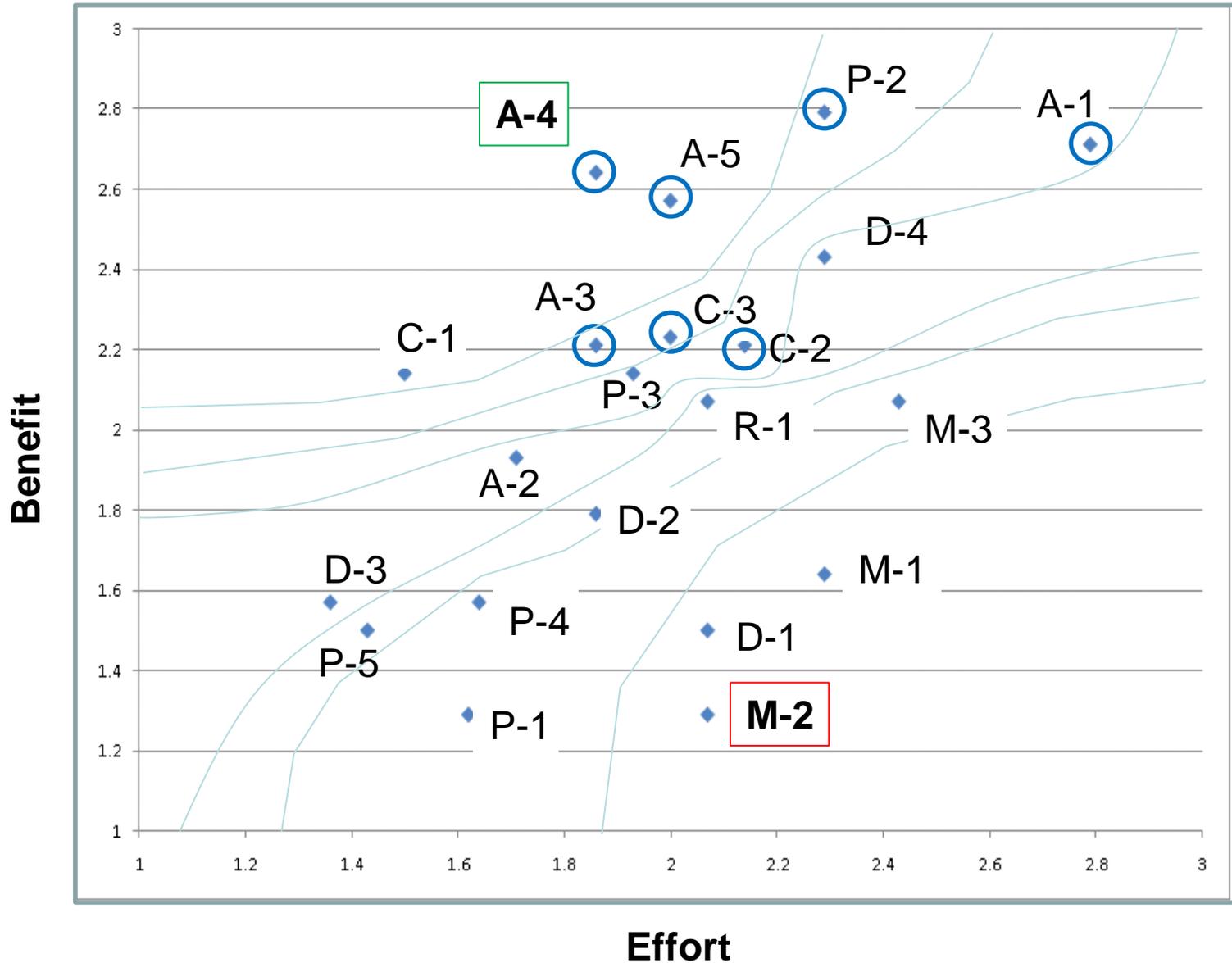
**Issues sorted on Weighted Avg
 $0.4*I + 0.4*C + 0.2*U$**

Issue	Code	IMPORTANCE	COST	URGENCY
PM lacks awareness of MANPRINT and requirements	A-4	2.64	1.86	2.21
PM requests analysis too late, leaving insufficient time available to respond.	A-5	2.57	2.00	2.64
Lack of communication between practitioners and domains	C-1	2.14	1.50	2.21
PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	A-3	2.21	1.86	2.29
MANPRINT involvement not started early enough in program lifecycle	P-2	2.79	2.29	2.86
TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	C-3	2.23	2.00	2.43
PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	A-1	2.71	2.79	2.64
MANPRINT policy is not detailed enough to be enforced with PM / AAE	P-3	2.14	1.93	1.93
MANPRINT Program lacks clout	C-2	2.21	2.14	2.29
PM fails to hold MANPRINT Work Groups	A-2	1.93	1.71	1.71
Not a clear way for System Engineers to articulate the human requirement	D-3	1.57	1.36	1.43
Timeliness of data for domain assessments and MANPRINT Assessment	D-4	2.43	2.29	2.07
Nontraditional MANPRINT assessment techniques that demonstrate political issues do not have direct fit in existing assessments (human performance modeling)	P-5	1.50	1.43	1.43
MANPRINT Assessment does not always incorporate the latest domain data	D-2	1.79	1.86	1.86
Requirements written before human performance analysis done	R-1	2.07	2.07	2.00
No prior MANPRINT involvement in similar programs; no benchmark, no experience.	P-4	1.57	1.64	1.50
Classified issues can be a problem in handling (contractor and government)	P-1	1.29	1.62	1.21
Not enough internal practitioners to work in programs	M-3	2.07	2.43	2.00
Gaps in training for practitioners	M-1	1.64	2.29	1.86
Difficulty for Analysts to quantify subject parameters regarding humans	D-1	1.50	2.07	1.64
MANPRINT integrators not hired but borrowed from another organization	M-2	1.29	2.07	1.36

High Importance,
Low Cost,
High Urgency

Low Importance,
High Cost,
Low Urgency







Category	Issue	Solution
Awareness	PM lacks awareness of MANPRINT and requirements	MANPRINT Analysts educate PMs and G-1 reinforce success
Awareness	PM requests analysis too late, leaving insufficient time available to respond.	Demonstrate value to PM (customer) of timely request
Communication / Clout	Lack of communication between practitioners and domains	META as knowledge warehouse and repository of best practices
Awareness	PM is aware and has resources available but has not requested MANPRINT analysis at all due to a lack of interest in our product(s).	Convince PM (customer) of MANPRINT product value
Policy / Process	MANPRINT involvement not started early enough in program lifecycle	Leverage policy and education to start early
Communication / Clout	TRADOC / TCM does not invite Practitioner to Pre-MS A meetings	Leverage policy and education to get invited
Awareness	PM fails to fully and adequately fund/resource MANPRINT related work to include the government assessment process.	Make MANPRINT indispensable
Policy / Process	MANPRINT policy is not detailed enough to be enforced with PM / AAE	Strengthen policy via AR 602-2
Communication / Clout	MANPRINT Program lacks clout	Clout follows results. Let the customer know about the impact our rigorous analysis is having in other programs.
Awareness	PM fails to hold MANPRINT Work Groups	Demonstrate value to PM (customer) of Work Groups
Data	Not a clear way for System Engineers to articulate the human requirement	Realign from Logisticians
Data	Timeliness of data for domain assessments and MANPRINT Assessment	Address in the MANPRINT Assessment Plan; post dates in META





3. Rate the Workshop





1. Please provide anonymous feedback about the administration and logistics of the Cause and Effect Workshop.

1	Good, but too short on time.
2	Needed more time.
3	Would have liked to have more time.
4	The process was great. Limited time focused the energy and output
5	Great effort but too little time to address the different issues impacting specific domains.
6	Really needed more time for the group meeting.
7	Recommend allowing a longer time period for this Workshop at the next Conference. This is one of the most important events at Conference.
8	I felt at one point that vocal people with PhDs were afforded more respect/attention.
9	I thought that the Army Lead should have let the hired facilitator run the meeting. The Army Lead usurped the facilitator several times and at one point tried to short cut the process. The unbiased facilitator was doing a better job at capturing the issues without judging them.
10	Did not participate (Some how I don't think that makes this anonymous)
11	fine
12	Too little time was allocated. The facilitator did a good job of reacting to the time crunch.



Good effort, good idea



Insufficient time was allocated





2. Please comment on the Cause and Effect Workshop from an operational point of view. Did we capture a good set of issues to work? Are you interested in following some issues through to resolution?

1	Yes. Were able to get a lot out of the little time we had.
2	Good process and good set of issues captured. May have been better with more time to do.
3	Yes.
4	I would be happy to assist if needed
5	Due to lack of time, there was a lot of cherry-picking of the easy things. Need to get down in the weeds on some things.
6	Good initial set of issues, would be beneficial to meet in the future for additional discussions.
7	A little heavy on "PM bashing" and a little too light on our own shortage of talent/ability/responsibility.
8	More time would have been better. Perhaps it should have been run at lunch both days.
9	Did not participate
10	yes
11	We got off to a good start. This discussion was long overdue.



Good set of issues, good starting point



Lacked a comprehensive, balanced approach





3. Please feel free to provide any additional thoughts or comments about the direction of this effort, your level of interest in supporting it, and your hopes or concerns about making a difference for MANPRINT.

1	Hopefully, this effort will result in better emphasis on MANPRINT by program leadership.
2	We need a cost avoidance model for widespread MANPRINT Stakeholder use.
3	PM awareness should be an analyst task. G1 involvement is necessary at times but the analysts can represent the position. As far as early involvement in the projects, this may require analysts to look at schedules early and visit the PMs.
4	I saw Larry Shattuck in attendance. However, we need to get John "Pat" Wilson more involved, OR RATHER, we need to get more involved with MANPRINT Instructor Pat Wilson. Most domains are very derelict in working with him, in providing good examples for use in his training efforts. Photos, diagrams, dialoging with him can really help him out and keep current, while providing a feeling that MANPRINT cares about him. In the '90s we used to meet with the 3-4 instructors yearly and also go thru their program of instruction periodically. In the last 10 years, I don't think a single meeting has been conducted with him and the domain reps in attendance. He has informed me a number of times that if the other domains supplied him with info and examples like I do, it would be much easier for him.
5	I am very interested in supporting this effort, but it will require more than 1 hour to address the specific domain issues.
6	Will continue to support this effort and any others that will help the MANPRINT cause.
7	I think we would have had more balanced input if there were "PM"s invited as well. They seemed to be targeted with many of the issues and perhaps a more balanced viewpoint would have been achieved if they had been included. That way, the issue resolution would have more "buy-in" from both sides of the table.
8	Good Luck
9	I think we can identify some key issues. I'll participate as long as I have hope that something will happen.



Great level of interest and support

Great suggestions—need to respond formally

FOUO





- Formed and bonded a group of skilled and experienced practitioners passionate about improving MANPRINT
- Good time-constrained workshop results
- Great participation on survey
 - $880 / 882 = 99\%$ votes on issues
 - $32 / 42 = 76\%$ comments on workshop
- Identified some promising project ideas
- Next steps
 - Refine project ideas using Lean Six Sigma's DMAIC approach
 - Simulate impact of expected results using
 - assessment framework
 - scoreboard





- Sustain and reinforce the Workshop Group
 - Continue using surveys and email
 - Invest in a more thorough, Rapid Improvement Event (RIE)-style workshop
- Ask the Group to develop potential solutions to the top 12 issues
- Continue with data collection effort (META)
- Share results with META developers to make META more responsive to these issues





Intent: Discuss and prioritize issues related to MANPRINT customer support in an open, collaborative environment.

Workshop team members represented 6 Organizations and all 7 Domains

Team Member	Role/Domain	Organization
Andrew Bodenhamer	HFEA	ARL HRED
Anna Mares	HFEA	ARL HRED
Diane Mitchell	HFEA/MANPRINT Tools	ARL HRED
John Reinhart	HFEA	ARL HRED
Bev Faulkner	MPT	ARL-HRED
James Minninger	HFEA/ MPT	ARL HRED
Timothy Kluchinsky	Health Hazards	MEDCOM CHPPM
Torri West	Safety	ACRC
Oscar Payan	Survivability	ARL SLAD
Alex Breuer	Survivability	ARL SLAD
Richard Zigler	Survivability	ARL SLAD
Holly Handley	HSI Human View	Pacific Science & Energy
John Warner	CS/CSS, EIS Systems	G-1 MANPRINT
LTC Doane	Organizer	G-1 MANPRINT
Bev Knapp	Sponsor	G-1 MANPRINT

