Allocate technician to a task base on:

* **Individual**:

1. **Competency** – did the technician have the skill set/knowledge for the task? Did the technician go through the training?
2. **Experience** – did the technician perform the task before? how many times? How long is the service?
3. **Availability** – is the technician free to perform the task on the specific date?
4. **Efficiency** -
5. **Workload** – is the technician have concurrent task? Is it overload for the technician?
6. **Reliability** – did the technician have any incident/unsafe act? How good is the technician?(from peer to peer)
7. **Condition** – is the technician fit to perform the task? Any past injuries that potentially increase the risk when performing the task?
8. **Problem solving ability** – is the technician able to solve the problem when a challenge arise during the task?
9. **Communication skill** – is the technician able to communicate with the team when the task required more than one person?

* **Workshop**:

1. **Safety** – did the technician familiar and adhere the safety regulation?(might be capture in techRAC)
2. **Tools and equipment** – is the technician familiar with the tools and equipment required for the task?

\_\_\_\_\_ = within our control (we have the data?)

Which depot have problem

Create a risk assessment scoring system:

Likelihood features: (things organisation can’t control)

1. Sleep – did the technician have sufficient rest?
2. Experiences – how many times the technician had perform the same task?
3. Temperature – weather
4. Humidity – depends on the weather?
5. Year of technician – how long the technician in this field
6. Age – how old is the technician?
7. Reliability – peer evaluation result

Severity features:

1. Training – did the technician went through training?
2. Safety brief – is the technician aware of the safety protocol?
3. PPE – did the technician wear standard PPE?
4. Equipment condition – is the equipment quality good to go?
5. Task difficulty level – how difficult is the task?

Scoring formula:

Risk level = likelihood \* severity