

Monday 26, May

09:00-13:00	TUTORIAL 1: Occupational Ergonomics in Manufacturing. J. Rosencrance (Colorado State University - USA), T. M. Cook (University of Iowa – USA)
09:00-13:00	TUTORIAL 2: Accessibility – Architecture, industrial design, information society. P. Emiliani (Consiglio Nazionale delle Ricerche – Italy)
15:30-16:30	Opening ceremony: S. Bagnara (Politecnico di Milano – Italy) C. Castelfranchi (Consiglio Nazionale delle Ricerche – Italy) F. Celaschi (Politecnico di Milano – Italy) W. Karwowski (President IEA) A. Moccaldi (ISPESL - Italy) A. Re (President SIE - Italy)
16:30-18:00	PLENARY SESSION 1
	Chairs: W. Karwowsky, S. Bagnara
	H. Bubb (Technische Universität München – Germany) Human reliability – A key to improve quality in manufacturing
	L. Massone (FIAT Auto – Italy): Human factors in manufacturing innovation, new patterns of cooperation and governance aspects.
18:00-19:00	Welcome cocktail

Tuesday 27, May

HEALTH and SAFETY	
09:00-10:20	PLENARY SESSION 2
	Chairs: R. Badham, M. Gaiani
	J. Wilson (University of Nottingham – UK): Revisiting models and methods in rail human factors
	F. Butera (Università degli Studi Milano Bicocca, IRSO-Butera e Partners – Italy): Knowledge enabling, role integrity, team effectiveness for risk control in organizations.
10:20-10:35	Coffee break
10:35-11:15	G. Bradley (IT University at Royal Institute of Technology – Sweden) Humans on the Net - Psychosocial life environment in the e-society
11:15-13:00	SESSION 1: HEALTH and SAFETY (I)
	Chairs: J. Rosencrance, A. Grieco
	T. Noelle, D. Mackau, D.S. Kabel (Aachen University – Germany): Assessment of job analysis methods regarding the applicability of the survey of stress in CE-teams
	L.W. O’Sullivan, T.J. Gallwey, E. Kennedy (University of Limerick – Ireland): Parameters of repetitive work for prediction of injury: Results from the electronic assembly industry
	H. Liu (Ming Hsin University of Science and Technology – Taiwan), S.L. Hwang (National Tsing Hua University – Taiwan), T.H. Liu (Mingchi Institute of Technology – Taiwan) and G.H. Chen (Powerchip Semiconductor Corp. – Taiwan): Reducing latent human error through the incorporation of control chart technique in semiconductor industry
	Teresinha Falchetti Lopes da Costa, Vera Lúcia Duarte do Valle Pereira, Hypólito do Valle Pereira (Universidade Federal de Santa Catarina – Brasil): Safety reality in the construction industry and evaluation criteria needs: a case study
13:00-14:30	Lunch
14:30-15:30	PLENARY SESSION 3
	Chairs: G. Bradley, Carlo Cacciabue
	J. Reason (University of Manchester – UK): Designing for safety
15:30-15:45	Coffee break
15:45-17:45	SESSION 2: HEALTH and SAFETY (II)
	Chairs: T.M. Cook, F. Carnevale
	I.K. Papaioannou, M.S. Pissimissi, M.G. Ioannides (National Technical University of Athens – Greece): Evaluation of human factors in occupational safety: The case of workers falls from height at construction sites
	T. Armstrong (University of Michigan – USA), R. Bonfiglioli, S. Mattioli, F. Graziosi, S. Venturi, C. Fiorentini, F.S. Violante (University of Bologna and Sant’Orsola-Malpighi Hospital – Italy): Normal work pace and hand activity level at six Italian manufacturing sites
	J. Rosencrance (Colorado State University – USA), D. Anton (University of Iowa - USA): The effect of power tool use on the nerve function across the wrist.

	T. Bellandi, V. Abrami, F. Venneri, R. Tartaglia, I. Menchi (Centro Ricerche in Ergonomia - Azienda Sanitaria di Firenze – Italy): Work and communication process analysis in the radiology unit of Santa Maria Nuova hospital in Florence
	M. Levi, M. Mastroilli (Politecnico di Milano – Italy): Activa, a new immobilization device for traumatized people with a suspected vertebral injury
	Luciano Patrício Souza de Castro, Vera Lúcia D. V. Pereira, Waldemar Pacheco (Universidade Federal de Santa Catarina – Brasil): Preliminary diagnosis of the accessibility conditions for visually impaired people at the Hercílio Luz international airport
20.30	Social Dinner

Wednesday 28, May

SOCIAL and ORGANISATIONAL DESIGN	
09:00-11.00	<p>PLENARY SESSION 4</p> <p>Chairs: A. Re, H. Bubb</p> <p>E. Hollnagel (University of Linköping – Sweden) A CSE perspective on automation</p> <p>W. Grudzewski – I. Hejduk (Warsaw University of Technology – Poland): Knowledge Management as a condition of competition and innovations improvement of small and medium sized companies</p> <p>M. Helander (Nanyang Technological University – Singapore) Proceduralised top-down design can improve usability and creativity</p>
11:00-11:15	Coffee break
11:15-13:15	<p>SESSION 3: SOCIAL and ORGANISATIONAL DESIGN (I)</p> <p>Chairs: E. H. Park, L. Bonapace</p> <p>K. Liikamaa, H. Vanharanta (Tampere University of Technology – Finland): Identification of employees' personal competencies - A tool of human resources management</p> <p>S. Mohamed (Brunel University, London – UK): Socio-organisational dilemma: Indirect management costs</p> <p>S. Sookpunya, C. Chansa-ngavej (Chulalongkorn University – Thailand): Executive support for strategic planning of information systems for small manufacturing enterprises</p> <p>D.S. Kabel, T. Noelle (Aachen University – Germany): Meeting efficiency in concurrent engineering projects – Development of a model for the classification of activities</p> <p>P. Dawson (University of Aberdeen – Scotland): The blurring of technology in the political process of plant redesign</p> <p>P. Vink, M. de Looze (TNO – The Netherlands): Participative simulation to improve manufacturing before building the new assembly line</p>
13:00-14:30	Lunch
14.00-16.10	<p>INTERACTIVE POSTER SESSION</p> <p>E. Costantini (ITC-irst – Italy), F. Pianesi (ITC-irst – Italy), S. Burger (Carnegie Mellon University – USA): The NESPOLE! Multimodal speech-to-speech translation system: user based system improvements</p> <p>E.M. Capodaglio., Bazzini G., (Istituto Scientifico di Pavia, Fondazione S. Maugeri, IRCCS - Italy): Human intervention in woolworking industry.</p> <p>R. Greenough, T. Butcher (Cranfield University – UK): Using an internet kiosk for factory information</p> <p>M. Kelly (Department of Industrial Engineering, National University of Ireland, Galway - Ireland) Remodelling the Safety Function using IDEF0.</p> <p>K.U. Koskinen (Tampere University of Technology – Finland): What are the boundary objects in tacit knowledge communication</p> <p>L. Lamminen, J. Tuomi (Helsinki University of Technology – Finland): Sheet metal prototyping and part manufacturing with Dieless NC Forming</p> <p>K. Liikamaa, H. Vanharanta (Tampere University of Technology – Finland): The identification of employees' personal and social competencies connected to the transfer of tacit knowledge in an organisation</p> <p>A. Moloczniak (Institute of Agricultural Medicine – Poland): Farmers' working time in conditions of exposure to hazardous factors of working environment</p> <p>H. Pawlak (Agricultural University of Lublin – Poland): A characteristic of selected fatigue-incurring factors in the food industry</p> <p>J. Sinay, J. Labos (Department of Safety and Quality, Technical University of Košice - Slovak Republic): Application of knowledge based systems in risk analysis of CAD systems</p> <p>K. Suutala (Helsinki University of Technology – Finland): Using Product Data over customer interface</p> <p>M. Wykowska, A. Habrat (Akademii Górniczo Hutniczej – Poland): Acoustic conditions of various auditorium rooms!</p> <p>S. Yannikakis, E. Dimitropoulou (Technological Educational Institution of Athens – Greece), F. Ioannidou (Technological Educational Institution of Athens and National Technical University of Athens – Greece), M. Ioannides (National Technical University of Athens – Greece): Identification of ELF magnetic field as a risk issue in the dental laboratory technology</p>

	D. Zambbarbieri, L. Calvi, C. Robino (University of Pavia – Italy): A model for interaction and system usability in e-learning systems through the analysis of users' eye movements
14:30-16:30	SESSION 4: SOCIAL and ORGANISATIONAL DESIGN (II)
	Chairs: W. Grudzewski, L. Burzio
	Y. Kume, C.Y. Liu (Kinki University – Japan): Application of cusp surface analysis to evaluation of risk
	M. Zanko, R. Badham (School of Management, Marketing and Employment Relations - University of Wollongong - Australia), Maren Schubert (Heidelberger Druckmaschinen AG - Germany): Politics of Human Resource Management in Implementing Organizational Change and Process Innovation: A Case of Concurrent Engineering.
	S. Trzcieliski (Poznan University of Technology – Poland): Changeability of functions as a dimension of virtuality of manufacturing company
	C. Koch, H. Buhl (Technical University of Denmark – Denmark): Synchronising organisation and enterprise systems
	L. Erlicher (ISVOR FIAT – Italy), L. Massone (FIAT Auto – Italy): Management quality and corporate culture: the new key success factors of competitive advantage in manufacturing
	A. Richter, L. Nørnberg, C. Koch, H. Buhl (Technical University of Denmark – Denmark): Configuration of enterprise systems – emphasizing team organization and working conditions
16:30-16:45	Coffee break
16:45-18:45	SESSION 5: METHODS and TOOLS for DESIGN
	Chairs: I. K. Papaioannu, A.Casaluci
	T. Surakka, J. Tuomi, L. Repokari (Helsinki University of Technology – Finland): Metrics for rapid prototyping and manufacturing applications in product development
	A. Sundin (National Institute for Working Life – Sweden), H. Sjöberg (Chalmers University of Technology – Sweden): The adoption of virtual visualisation and simulation of human aspects in product development and manufacturing design
	A. Casaluci (Whirlpool – Italy): Methodology of ergonomic design and evaluation for assembly lines: Whirlpool case
	T. Surakka, L. Repokari (Helsinki University of Technology – Finland): Who is customer in product development project?
	M. Rabuffetti, M. Ferrarin (Fondazione Don Gnocchi IRCCS and Politecnico di Milano – Italy), G. Vallar (Università degli Studi di Milano Bicocca – Italy), A. Pedotti (Fondazione Don Gnocchi IRCCS and Politecnico di Milano – Italy): Quantitative methodology for the assessment of visual exploratory and attentive skills on a computer display
	J. Kuster-Filipe, M. Felici, S. Anderson (University of Edinburgh – UK): Knowledge-based analysis of computer-based systems with evolving requirements: a Human perspective
16:45-18:45	SESSION 6: HEALTH AND SAFETY (III)
	Chairs: I. Hejduk, E. Occhipinti
	P. Vijchulata, C. Chansa-ngavej (Chulalongkorn University – Thailand): A cross-functional team approach for blade breakage reduction in chip-scale package singulation process in integrated circuit assembly
	J. Schnall, H. Schulze, M. Weyrich, S. Haasis (DaimlerChrysler AG – Germany): Digital Production Planning – a field of work for industrial psychologists
	Bonapace L. Buratti, G., Dellera L (Ergosolutions - Italy): User-Centred Design in manufacturing: A case study of improvements through solutions in the production operations of industrial tractors.
	Costa F. (Dipartimento INDACO - Politecnico di Milano - Italy), Tartaglia, R. , (Centro Ricerche in Ergonomia – Italy): Handicap and advanced manufacturing: human computer interaction design for disabled workers' integration
	V. Abrami, T. Bellandi, R. Tartaglia (Centro Ricerche in Ergonomia - Italy): SHELFS method applied in a pharmaceutical industry. An ergonomic approach

Thursday 29, May

DESIGN for USE (I)	
09:00-10:15	<p>WORKSHOP 1: SNEAKING AUTOMATION Chairs: E. Hollnagel (University of Linköping – Sweden)</p> <p>A. Schulte, R. Onken (University of the German Armed Forces Munich – Germany): Cognitive flight-deck assistant systems: A sneaking approach to gain more successful pilots</p> <p>M. Pedrali (D'Appolonia S.p.A. – Italy): Daddy, what is counter-clockwise?: Considerations on the use of digital vs analogue representations</p> <p>J. Stahre (Chalmers University of Technology – Sweden): Sneaking automation adaptation or to adoption</p>
10:15-10:30	Coffee break
10:30-13:00	<p>SESSION 7: DESIGN for USE Chairs: T.J. Gallway, A.Rizzo</p> <p>M. C. Puerta Melguizo, C. Chisalita, G. van der Veer (Vrije Universiteit – The Netherlands): Designing manufacturing systems for global usage: Coping with roles, cultures, and context of use</p> <p>Y. F. Barnard, I. Block (EURISCO International – France): Gathering user needs for knowledge management applications for engineers in advanced manufacturing industries</p> <p>F. Tosi, L. Anselmi (Politecnico di Milano – Italy): Product usability evaluation</p> <p>H. M. Khalid, Y.B. Oon (Universiti Malaysia Sarawak – Malaysia): How usable and satisfying is e-design of mass customized product?</p> <p>L. Burzio, M. Ferrino, M. Masali (Politecnico di Torino – Italy): Laptop usability analysis and human centred design working in microgravity</p> <p>C. Fantuzzi, S. Marzani (Università di Modena e Reggio Emilia – Italy), R. Montanari, M. Pratesi (FIAT Research Centre – Italy): Development of a design pattern methodology for the automotive info-telematic system user interface</p> <p>G. Colombo, U. Cugini (Politecnico di Milano – Italy), M. Culubret, G. Tovar (Universitat Politècnica de Catalunya – Spain): Virtual humans and ergonomics in design of car interiors</p>
13:00-14:30	Lunch
	PLENARY SESSION 5
14.30-15.10	<p>Chairs: G. van der Veer, C. Castelfranchi</p> <p>P. Falzon: Integrating cognition, technology and management. An ergonomic approach to organizational learning.</p>
15:10-16:30	<p>SESSION 8: SOCIAL ENVIRONMENT DESIGN (I) Chairs: H.M. Khalid, U. Cugini</p> <p>S. Tamminen (Software Business and Engineering Institute – Finland): Computers, teamwork and gender</p> <p>F. Casalegno (Massachusetts Institute of Technology – USA): Communication dynamics in remote collaborative environments</p> <p>G. Spinelli, J. Brodie (Brunel University, London – UK): Fieldwork implications for the design of Common Information Spaces (CIS) in collaborative work</p> <p>T. Koskinen, E. Jormanainen (Helsinki University of Technology – Finland): Utilizing web-meeting features in process control</p>
16:30-16:45	Coffee break
16:45-18:45	<p>SESSION 9: SOCIAL ENVIRONMENT DESIGN (II) Chairs: R. Tartaglia, N. Boreham</p> <p>M. Celi (Politecnico di Milano – Italy): Human Computer Interaction for design e-learning system</p> <p>K. Kisko, H. K. Rajala (University of Oulu – Finland): Experiences in introducing teamwork in medium-sized metal company</p> <p>W. Choromaski, I. Grabarek (Warsaw University of Technology – Poland): Human-vehicle set modelling - focus on heuristic modelling of driver-operator reactions, safety and electronic suspensions</p> <p>H.M. Khalid (University Malaysia Sarawak – Malaysia): Measurement and analysis of behaviour protocols of concurrent teams in virtual collaboration</p> <p>C. Ivory, I. McLoughlin, R. Vaughan, N. Alderman, A. Thwaites (University of Newcastle upon Tyne – UK): Making sense in projects: the case of the interior of the Pendolino Britanico</p>

Friday 30, May

DESIGN TOOLS	
	PLENARY SESSION 7
09:00-10:20	Chairs: M. Helander, O. Parlangeli R. Badham (University of Wollongong – Australia) Mudanças or Removalists? Rethinking the management of change W. Zhang (Tsinghua University – China) From virtuality to reality: individualized freeform surface design and rapid manufacturing
10:20-10:35	Coffee Break
10:35-13:00	SESSION 10: DESIGN of INTERFACES and PLACES Chairs: E. Hollanagel, R. Montanari M. Bordegoni, U. Cugini (Politecnico di Milano – Italy): Human factors in design validation of interactive devices M. Ferrino, E. Gaia (Alenia Spazio S.p.A. – Italy): Workplace for the future: a multi-disciplined approach for living in outer space I. Poggi, M. Germani (Università Roma Tre – Italy): Emotions at work
13:00-14:30	Lunch
14:30 - 16.30	WORKSHOP 2: LEARNING ORGANISATIONS Chairs: N. Boreham (University of Stirling – UK), M. Mariani (Università degli Studi di Siena – Italy). P. Gray, N. Boreham (University of Stirling – UK), Conversations as the source of Organisational learning in the UK chemical industry: a case study R. Remedios, N. Boreham (University of Stirling – UK): The effects of introducing operational practices consistent with theories of Organisational Learning on employees' intrinsic motivation M. Fischer (ITB Bremen - Germany): The integration of work process knowledge into human resources development F. Pauwels, J. Van Ruysseveldt (Catholic University of Leuven – Belgium): Between standardization and flexibility: Who benefits from organizational learning? P. Roeben (Karlsruhe University – Germany): Work process knowledge as a focus of organisational learning. Results from an empirical investigation in a large German chemical company
14:30-16:30	WORKSHOP 3: USER INTERFACE FOR AUTOMOTIVE Chairs: J. F. Krems, R. Montanari P. Coletti, L. Cristoforetti, M. Matassoni, M. Omologo, P. Svaizer (ITC-Irst - Trento - Italy): Developing a speech interaction system for the car J. F. Krems, A. Keinath, M. Baumann, C. Gelau, K. Bengler , (Chemnitz University of Technology - Germany): Evaluating visual display designs in vehicles: the occlusion technique compared to the peripheral detection task (PDT) L. Ardissono, A. Goy, G. Petrone, M. Segnan, P. Torasso (Dipartimento di Informatica - Università di Torino - Italy): Ubiquitous Tourist Services F. Bellotti, R. Berta, A. De Gloria, M. Margarone (Department of Biophysical and Electronic Engineering - Genoa - Italy): Integrating portable multimedia tools in car for tourist applications L. Console, C. Gena, I. Torre (Department of Biophysical and Electronic Engineering): Dipartimento di Informatica - Università di Torino - Italy): Personalization and adaptation for on-board information systems: A prototype and its evaluation
16:30-16:45	Coffee break
16:45-17:30	Farewell ceremony