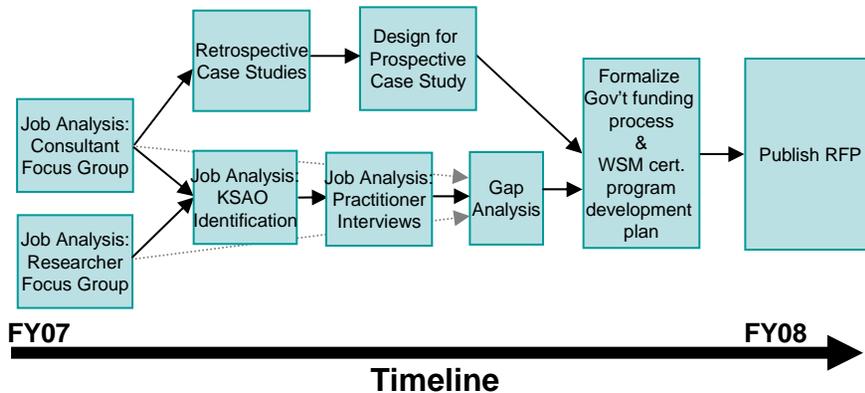


Work Schedule Manager (WSM) Accreditation – Phase I: Preliminary Program Development

Phase I Overview: Job Analysis of Work Schedule Manager



Project Description:

- The majority of those who manage work schedule (WS) operations have little or no formal training in staffing analysis, schedule design, fatigue, or the human factors of shiftwork, often leading to significant operational or safety problems. The nature of the problem, and the KSAO's needed to effectively manage WS operations, appears similar across occupational classifications.
- Phase I will systematically assess the gap between optimal WS management and current practices, synthesize research needed to address gaps, create an org. development plan, and secure cross government funding for long-term program development.
- Phase II will develop model curricula/tools, implement WSM training and certification at pilot test sites, and evaluate impacts.
- Phase III will fully develop model certification program for technology transfer to industry.

Railroad Impact:

- Vision: Professionalize the job of managing work schedules in the around-the-clock railroad industry.
- Goal: To develop a cross-governmental partnership to implement a work schedule manager certification program.
- Intended Outcomes:
Phase I: a) Case study analysis documenting operational and safety impact of ergonomic work schedules, b) list of KSAO's for certification of WSM, c) white paper on need and next steps, d) Cross gov't working group committed to long-term funding and program development.
Phase II: a) model curricula/tools, b) impact assessment of pilot test.
Phase III: a) fully developed certification program, b) utilization and impact studies of broader implementation.

FRA COTR: M. Coplen, RDV32; **Volpe Task Monitor:** S. Popkin

Schedule:

FY07 – Conduct job analysis and gap analysis for WSM.

FY08 –

- Conduct retrospective case study analysis of effective WS management
- Develop white paper documenting need for certification
- Commit cross government WG funding.
- Design and conduct prospective case studies evaluating outcomes of effective WS management and rescheduling programs in industry.
- Organize advisory consortium of practitioners to help plan curriculum and implementation for certification program.
- Publish RFP

FY09-11 –

- Implement pilot programs and conduct impact assessments.