

Jake Mazulewicz, PhD

Owner/Director

JMA Human Error Solutions, LLC



Before launching his own consulting practice in July 2015, Jake led all Human Performance Improvement (HPI) initiatives for a 3,500+ person business unit within Dominion Virginia Power, a Fortune 500 utility.

In that role, Jake partnered with technical experts in Distribution, Transmission, Substation, Switching, System Operations, System Protection, & Generation. He researched, taught, and advised leaders in these groups how to manage human errors by applying classic Human Performance Improvement (HPI) tools including: Situational Awareness, Checklists, and 3-Way Communication. Jake also applied advanced HPI concepts including Crew Resource Management, Just Culture, and traits of High-Reliability Organizations.

Jake has helped analyze over 300 incidents, and has led Root Cause Analyses (RCAs) on human error-based incidents including transmission-level switching errors. He also designed & taught HPI & RCA classes approved for continuing education credit by NERC.

He led a team of Safety Managers in the development of a new four-day Supervisor Safety Training program and coordinated the roll out to over 300 field & office supervisors.

Using teaching techniques pioneered by Ivy League business schools, Jake pioneered the use of interactive case-based training modules that dramatically increased use of human performance concepts and helped reduce one technical group's error rate by more than 60% over three years.

Jake also served as the first chairman of a national trade group's Human Performance Core Team. That group created initial standards of HPI excellence for North American transmission entities.

Jake has served on reliability-driven teams as a firefighter, an emergency medical technician, a wilderness search & rescue field team leader, and a military paratrooper.

As the owner and director of JMA Human Error Solutions, LLC, Jake now teaches companies across the country how to reduce, mitigate and learn from human errors.

Learn more and sign up for free HPI videos at www.reliableorg.com.

Contact Jake at 540-466-1357 or jake@reliableorg.com.

