Dear Certified Professional/Chapter Meeting Attendee:

The professional and technical presentations delivered at today’s Chapter Meeting qualify as a source of Professional Development Hours (PDH) or Continuing Education Units (CEUs) that professional certifying boards require be earned on an annual basis as a condition of maintaining the corresponding certification(s). Most certifying organizations require the certification holder to maintain a log and be responsible for “self-tracking” continuing education opportunities. This log will typically document information such as the type of activity claimed, title or specific subject, sponsoring organization, location, duration, date, instructor’s or speaker’s name, and PDH credits earned.

To better assist our Membership in taking advantage of the educational opportunities afforded by the events sponsored by the Chapter, we have taken the step of documenting today’s activities suitable for easy inclusion in the attendee’s PDH Tracking Log. The information recorded below along with attendance verification records in the form of an invoice or other documents supporting evidence of attendance should satisfy the self-reporting requirements of most certification boards, including that of the State of North Carolina Board of Examiners.

Please contact Robin Aron at (919) 273-9587 or info@7x24carolinas.org should you have any questions.

<table>
<thead>
<tr>
<th>Speaker(s):</th>
<th>Company</th>
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<tbody>
<tr>
<td>Colonel Mike Mullane</td>
<td>United States Air Force (retired)</td>
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**Title Topic:**

**Normalization of Deviance**

**Agenda / Objectives of Presentation:**

Drawing from Lessons Learned and experiences in the military and NASA, Colonel (and Astronaut) Mullane defines the potential threats of “Normalization of Deviance,” a collective mindset that can take hold in even the most storied and accomplished organizations and industries. Mullane explains how individuals and teams can defeat this dangerous phenomenon through these practices: recognizing one’s vulnerability to it; making it a religion to “plan the work and work the plan;” considering one’s instincts; and, archiving and periodically reviewing near-misses and disasters so the corporate memory never fades. The loss of the space shuttle Columbia (17 years after the 1986 Challenger disaster) is presented as a specific Case Study.

**Date:** February 28, 2013

**Activity Type**

- Design
- Construction
- Commissioning
- Industry
- Technology
- Operations
- Other

**Event**

- 7x24 Exchange
- The Carolinas Chapter
- February 2013 Winter Conference

**Location:**

Double Tree
4810 Page Creek Lane
Durham, NC 27703
### Presenter Name:
See Speaker(s) Above

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<tr>
<th>PDH Credits:</th>
<th>1.0</th>
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### Presenter Phone:
505-242-8087

### Presenter Email:
Mike@MikeMullane.com

### Presenter's Experience / Credentials:
Colonel Mike Mullane was selected as a Mission Specialist in 1978 in the first group of the NASA Space Shuttle Astronauts. He completed three space missions aboard the Shuttles Discovery (STS-41D) and Atlantis (STS-27 & 36) before retiring from NASA and the Air Force in 1990. Colonel Mullane has established himself as an acclaimed professional speaker on the topics of teamwork, leadership and safety.

### Notes