### Cause / correction

#### Slip / Lapse:
1. Work environment, housekeeping, distractions, haste
2. Repetitive non-stimulating tasks, appropriate breaks, fatigue
3. Person / plant interfaces, controls, displays
4. Forgiving environment (‘passive barriers’) 
5. Error (un)forgiving controls

#### Mistake:
6. (In)Adequate procedures 
7. Training 
8. Supervision 
9. Support – Management / Peer 
10. Hazard awareness 
11. Situation awareness

#### Violation:
12. (In)Adequate procedures 
13. Underestimation of true risk 
14. Peer pressure (real / perceived) 
15. Management pressure (real / perceived) 
16. Cutting corners (‘efficiency’) 
17. Desire to take risks 
18. Lack of positive rewards 
19. Lack of involvement 
20. Ineffective supervision 
21. Unreliable corrections 
22. ‘Bad’ management ‘style’

### Human Error Pocket Tool

#### What is human error?

A human error is when a person does something that is not expected.

Simply, someone did something that they shouldn’t have.

For example, it may be:

- bending or breaking a rule (procedure) 
- slipping or tripping 
- having a lapse of concentration 
- just simply getting something wrong.

**But, hey, get over it – studying human error can give very valuable knowledge about how safety systems are working (or not).**

#### In deciding a human error type:

- was it intended or deliberate?
- was it bending or breaking a rule?

This pocket tool will help you better understand human error, establish what your responsibilities are as a manager, supervisor or worker, and identify causes and corrections.
Roles and responsibilities

I am a MANAGER and I know that:

- I hear about the ‘unexpected’ in our operation
- our decision processes may error prone
- our procedures are followed and evaluated
- we don’t have any ‘loaded guns’ lying around, and
- we aren’t introducing any
- our plant is error tolerant
- we are preoccupied with failure
- I hear the ‘bad news’

How do I know?

A SUPERVISOR and I will:

- brief my crew and check that procedures are valid / useable
- check that I have up to date information
- watch my crew for the ‘unexpected’
- encourage my crew to tell me about the ‘unexpected’
- report the ‘unexpected’

I am a WORKER and I shouldn’t have:

- bent or broken a rule
- slipped or tripped
- had a lapse of attention
- cut a few corners to get the job done
- missed a step in a procedure (or got it wrong)
- tried to fix something - but didn’t

But I did - and it’s okay. I will tell someone!