

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!

