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BEHIND HUMAN ERROR



SECOND
EDITION

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Behind Human Error Behind Human Error

Sidney Dekker



Behind Human Error Behind Human Error:

Behind Human Error, 2010 Human error is so often cited as a cause of accidents There is perception of a human error problem Solutions are thought to lie in changing the people or their role The label human error however is prejudicial and hides more than it reveals about how a system malfunctions This book takes you behind the label It explains how human error results from social and psychological judgments by the system s stakeholders that focus only on one facet of a set of interacting contributors **Behind Human Error** Dr Leila Johannesen, Dr Nadine Sarter, Dr Richard Cook, Professor Sidney Dekker, Professor David D Woods, 2012-10-01 Human error is so often cited as a cause of accidents There is perception of a human error problem Solutions are thought to lie in changing the people or their role The label human error however is prejudicial and hides more than it reveals about how a system malfunctions This book takes you behind the label It explains how human error results from social and psychological judgments by the system s stakeholders that focus only on one facet of a set of interacting contributors *The Field Guide to Understanding 'Human Error'* Sidney Dekker, 2017-11-01 When faced with a human error problem you may be tempted to ask Why didn t these people watch out better Or How can I get my people more engaged in safety You might think you can solve your safety problems by telling your people to be more careful by reprimanding the miscreants by issuing a new rule or procedure and demanding compliance These are all expressions of The Bad Apple Theory where you believe your system is basically safe if it were not for those few unreliable people in it Building on its successful predecessors the third edition of The Field Guide to Understanding Human Error will help you understand a new way of dealing with a perceived human error problem in your organization It will help you trace how your organization juggles inherent trade offs between safety and other pressures and expectations suggesting that you are not the custodian of an already safe system It will encourage you to start looking more closely at the performance that others may still call human error allowing you to discover how your people create safety through practice at all levels of your organization mostly successfully under the pressure of resource constraints and multiple conflicting goals The Field Guide to Understanding Human Error will help you understand how to move beyond human error how to understand accidents how to do better investigations how to understand and improve your safety work You will be invited to think creatively and differently about the safety issues you and your organization face In each you will find possibilities for a new language for different concepts and for new leverage points to influence your own thinking and practice as well as that of your colleagues and organization If you are faced with a human error problem abandon the fallacy of a quick fix Read this book **Human Error** James Reason, 1990-10-26 Human Error published in 1991 is a major theoretical integration of several previously isolated literatures Particularly important is the identification of cognitive processes common to a wide variety of error types Technology has now reached a point where improved safety can only be achieved on the basis of a better understanding of human error mechanisms In its treatment of major accidents the book spans the disciplinary gulf between psychological

theory and those concerned with maintaining the reliability of hazardous technologies As such it is essential reading not only for cognitive scientists and human factors specialists but also for reliability engineers and risk managers No existing book speaks with so much clarity to both the theorists and the practitioners of human reliability The Field Guide to Understanding Human Error Sidney Dekker,2013-03-28 When faced with a human error problem you may be tempted to ask Why didn t they watch out better How could they not have noticed You think you can solve your human error problem by telling people to be more careful by reprimanding the miscreants by issuing a new rule or procedure These are all expressions of The Bad Apple Theory where you believe your system is basically safe if it were not for those few unreliable people in it This old view of human error is increasingly outdated and will lead you nowhere The new view in contrast understands that a human error problem is actually an organizational problem Finding a human error by any other name or by any other human is only the beginning of your journey not a convenient conclusion The new view recognizes that systems are inherent trade offs between safety and other pressures for example production People need to create safety through practice at all levels of an organization Breaking new ground beyond its successful predecessor The Field Guide to Understanding Human Error guides you through the traps and misconceptions of the old view It explains how to avoid the hindsight bias to zoom out from the people closest in time and place to the mishap and resist the temptation of counterfactual reasoning and judgmental language But it also helps you look forward It suggests how to apply the new view in building your safety department handling questions about accountability and constructing meaningful countermeasures It even helps you in getting your organization to adopt the new view and improve its learning from failure So if you are faced by a human error problem abandon the fallacy of a quick fix Read this book **Human Error in Aviation** R.Key Dismukes,2017-07-05 Most aviation accidents are attributed to human error pilot error especially Human error also greatly effects productivity and profitability In his overview of this collection of papers the editor points out that these facts are often misinterpreted as evidence of deficiency on the part of operators involved in accidents Human factors research reveals a more accurate and useful perspective The errors made by skilled human operators such as pilots controllers and mechanics are not root causes but symptoms of the way industry operates The papers selected for this volume have strongly influenced modern thinking about why skilled experts make errors and how to make aviation error resilient Human Error in Process Plant Design and Operations J. Robert Taylor,2016-01-05 In contrast to nuclear plants and aerospace systems human error is largely ignored in quantitative risk assessment for petroleum and chemical plants Because of this current risk analysis methods are able to calculate and predict only about one third of the accidents happening in practice Human Error in Process Plant Design and Operations A Practitioner s Guide shows you how to develop a comprehensive risk assessment that includes human error Based on the well known SRK model of human error this book represents a practical collection of examples and statistics from more than 30 years of study with many examples of the practical application of methods The book provides a complete

overview of the various types of human error including operator error hindrances and inability to function errors in observation errors in performing standard procedures errors in supervisory control errors in decision making and planning infractions and violations design errors and errors in procedures It then goes on to identify human error potential and probabilities and discusses techniques and methodologies that can be implemented to minimize human errors and prevent accidents The result of the author's observations of human error over a lifetime of work as an operator as a commissioning coordinator and as an operations manager the book demonstrates how to analyse manage and mitigate many types of error By taking advantage of the author's experience and expert knowledge and by applying the techniques and methodologies illustrated in this book you will be able to make changes which will make work easier error free clearly understood and more congenial

Human Error Reduction in Manufacturing Jose (Pepe) Rodriguez-Perez, 2023-02-13 For many years we considered human errors or mistakes as the cause of mishaps or problems In the manufacturing industries human error under whatever label procedures not followed lack of attention or simply error was the conclusion of any quality problem investigation The way we look at the human side of problems has evolved during the past few decades Now we see human errors as the symptoms of deeper causes In other words human errors are consequences not causes The basic objective of this book is to provide readers with useful information on theories methods and specific techniques that can be applied to control human failure It is a book of ideas concepts and examples from the manufacturing sector It presents a comprehensive overview of the subject focusing on the practical application of the subject specifically on the human side of quality and manufacturing errors In other words the primary focus of this book is human failure including its identification its causes and how it can be reasonably controlled or prevented in the manufacturing industry setting In addition to including a detailed discussion of human error the inadvertent or involuntary component of human failure a chapter is devoted to analysis and discussion related to voluntary intentional noncompliance Written in a direct style using simple industry language with abundant applied examples and practical references this book's insights on human failure reduction will improve individual organizational and social well being

Human Error in Medicine Marilyn Sue Bogner, 2018-02-06 This edited collection of articles addresses aspects of medical care in which human error is associated with unanticipated adverse outcomes For the purposes of this book human error encompasses mismanagement of medical care due to inadequacies or ambiguity in the design of a medical device or institutional setting for the delivery of medical care inappropriate responses to antagonistic environmental conditions such as crowding and excessive clutter in institutional settings extremes in weather or lack of power and water in a home or field setting cognitive errors of omission and commission precipitated by inadequate information and or situational factors stress fatigue excessive cognitive workload The first to address the subject of human error in medicine this book considers the topic from a problem oriented systems perspective that is human error is considered not as the source of the problem but as a flag indicating that a problem exists The focus is on the identification of

the factors within the system in which an error occurs that contribute to the problem of human error. As those factors are identified, efforts to alleviate them can be instituted and reduce the likelihood of error in medical care. Human error occurs in all aspects of human activity and can have particularly grave consequences when it occurs in medicine. Nearly everyone at some point in life will be the recipient of medical care and has the possibility of experiencing the consequences of medical error. The consideration of human error in medicine is important because of the number of people that are affected, the problems incurred by such error, and the societal impact of such problems. The cost of those consequences to the individuals involved in medical error, both in the health care providers' concern and the patients' emotional and physical pain, the cost of care to alleviate the consequences of the error, and the cost to society in dollars and in lost personal contributions, mandates consideration of ways to reduce the likelihood of human error in medicine. The chapters were written by leaders in a variety of fields including psychology, medicine, engineering, cognitive science, human factors, gerontology, and nursing. Their experience was gained through actual hands-on provision of medical care and/or research into factors contributing to error in such care. Because of the experience of the chapter authors, their systematic consideration of the issues in this book affords the reader an insightful applied approach to human error in medicine, an approach fortified by academic discipline.

The Field Guide to Understanding 'Human Error' Professor Sidney Dekker, 2014-12-28. This latest edition of *The Field Guide to Understanding Human Error* will help you understand how to move beyond human error, how to understand accidents, how to do better investigations, how to understand and improve your safety work. You will be invited to think creatively and differently about the safety issues you and your organization face. In each you will find possibilities for a new language for different concepts and for new leverage points to influence your own thinking and practice as well as that of your colleagues and organization.

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