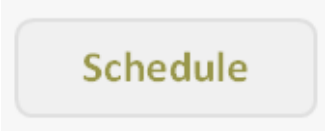
Who is Accountable for Human Error?

Mon, 04/20/2009 - 10:28 — Chris

We've got to hold people accountable. - How many times as that phrase been uttered by the leadership?

Management is usually the group of people who set the stage for people to make errors. This presentation identifies the major types of human errors based on the mental state, knowledge, skills, and abilities (KSA) of the person who made them. It provides general approaches on how to deal with these types of errors to reduce their frequency.

This one hour presentation introduces a number of topics covered in more detail in our Root Cause Analysis, Human Error and Corrective Action [course] [1].
Pillar: Personal Excellence
Price: $0.00 per student*
Duration: 1.00 hrs
*This course is most effective in groups of greater than 10.



[2]

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