



Human Factors "Dirty Dozen" Why people make mistakes*

1



Communication

A lack of clear direct statements and good, active listening skills

2



Complacency

Self-satisfaction accompanied by losing awareness of potential dangers

3



Lack of knowledge

Lack of experience or training in task at hand

4



Distraction

Disruption or drawing one's attention away from the task

5



Lack of teamwork

Lack of working together to achieve a common goal

6



Fatigue

Weariness, tiredness, nervous exhaustion or the temporary loss of power to respond

7



Pressure

Pushing for something in spite of the odds, in a state of urgency and/or haste

8



Lack of resources

Lack of appropriate tools, equipment, information. etc.

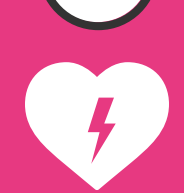
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No assertiveness

Lack of positive communication of one's ideas

10



Stress

Mental, emotional or physical tension, strain or distress

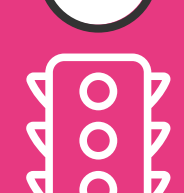
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Lack of awareness

Failure to be alert or vigilant in observing

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Norms

Commonly accepted practices where assumptions are made based on history not current re-validation