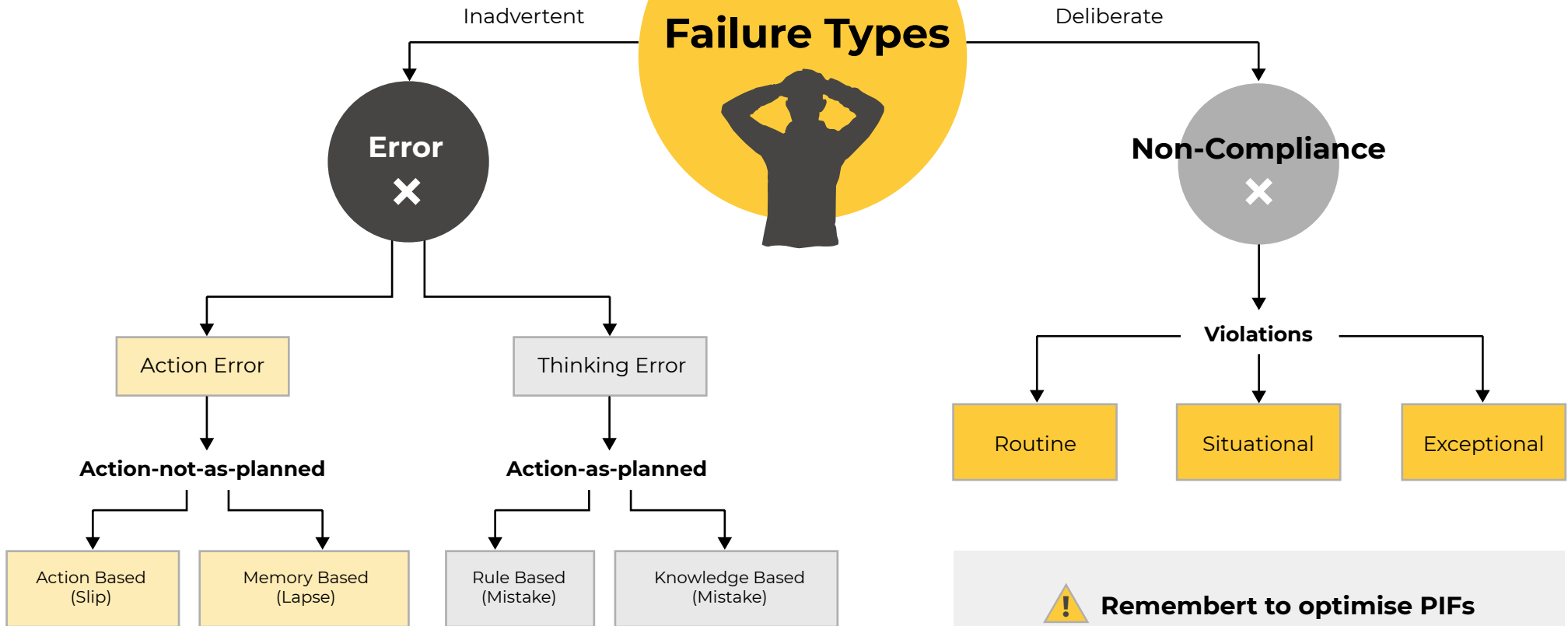


# Human Failure Types



## **i** Explanations

### Action Errors

Associated with familiar tasks that require little conscious attention.

These 'skill-based' errors occur if attention is diverted, even momentarily.

### Thinking Errors

Decision-making failures; errors of judgement (involve mental processes linked to planning; info. gathering; communication etc.)

### Non-Compliance Errors

Deliberate deviations from rules, procedures, regulations etc. Also known as 'violations' Knowingly take short cuts, or fail to follow procedures, to save time or effort.



## Remember to optimise PIFs

Performance Influencing Factors (PIFs) are the characteristics of the job, the individual and the organisation that influence human performance.

Optimising PIFs will reduce the likelihood of all types of human failure.