

Avoid the Dirty Dozen – Human Factors

About 80% of mistakes in aviation involve human factors, and if not detected would lead to accidents.

- 1) **Lack of Communication** – Failure to transmit, receive, or provide enough information to complete a task.
 - Improve your communication skills by using checklists, or by saying the most important things in the beginning of the conversation and repeating them at the end
- 2) **Complacency** – Overconfidence from repeated experience performing a task.
 - Avoid the tendency to see what you expect to see. Learn from the mistakes of others, expect to find errors, and don't sign it if you didn't do it.
- 3) **Lack of Knowledge** – Shortage of training, information, and/or ability to successfully perform a task.
 - Instead of guessing, ask when you don't know something, use instruction manuals, and participate in training programs to become more familiar with the operation.
- 4) **Distractions** – Anything that draws your attention away from the task at hand.
 - Distractions are the number one cause of forgetting things. Go back 3 steps when restarting work.
- 5) **Lack of Teamwork** – Failure to work together to complete a shared goal.
 - In order to build solid teamwork, you must explain how tasks should be done, make sure everyone understands and agrees, and trust your team that they will do the right thing.
- 6) **Fatigue** – Physical or mental exhaustion threatening work performance.
 - Eliminate fatigue related performance issues by having your work peer-reviewed, and watching for symptoms of fatigue in yourself and others.
- 7) **Lack of Resources** – Not having enough people, equipment, documentation, time or parts to complete a task.
 - By ordering parts before they are required and setting a plan you can improve supply and support.
- 8) **Pressure** – Real or perceived forces demanding high-level job performance.
 - Reduce the burden of physical and mental distress by communicating concerns with others, asking for help, and prioritizing safety above all.
- 9) **Lack of Assertiveness** – Failure to identify or raise concerns about instructions, orders, or the actions of others.
 - Express your feelings, opinions, beliefs, and concerns but offer positive solutions. Resolve one issue before addressing another.
- 10) **Stress** – A physical, chemical, or emotional factor that causes physical or mental tension.
 - Manage stress before it affects your work by taking a rational approach to problem solving, taking a short break when needed, and discussing the problem with someone that can help.
- 11) **Lack of Awareness** – Failure to recognize a situation, understand what it is, and predict the possible results.
 - See the whole picture and fully understand the procedures needed to complete a task.
- 12) **Norms** – Expected, yet unwritten, rules of behavior.
 - Help maintain a positive environment with your good attitude and work habits. Existing norms don't make procedures right so you must identify and eliminate negative norms.

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