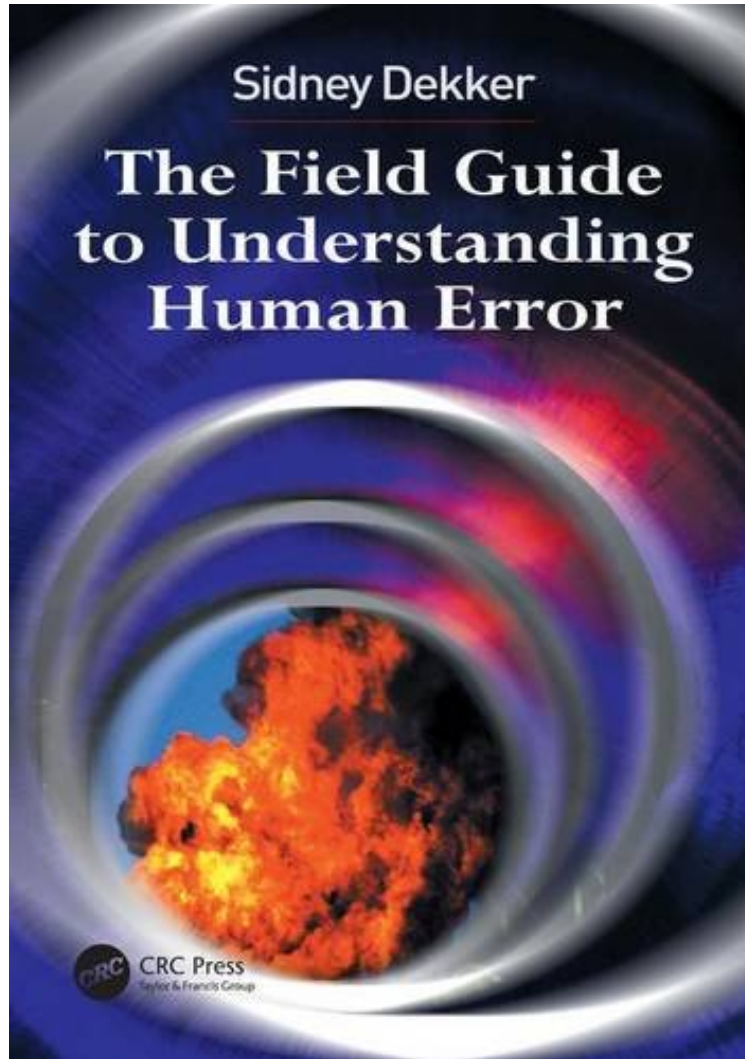


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The Field Guide to Understanding Human Error

Sidney Dekker

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Sidney Dekker : The Field Guide to Understanding Human Error before purchasing it in order to gage whether or not it would be worth my time, and all praised The Field Guide to Understanding Human Error:

3 of 3 people found the following review helpful. Worth Reading - A Good Guide to Investigators of Accidents.By Peter SQuite an interesting take on accident investigation and understanding human error. The paradigm of the investigator placing themselves "inside the tunnel" to avoid hindsight bias is a powerful metaphor.Some of the chapters get to be a bit hard going - with lots of restating the basic tenet of Old View vs New View though.All in all - quite thought provoking and worth a read.1 of 1 people found the following review helpful. Looking forward to see the New View in progressBy Fabricio MorescoLooking forward to see the New View in progress. I would recommend this book to all involved in safety management and all the practitioners whom really cares about a safety culture and

safe flights. We must understand that safety is in our hands and it's our responsibility to improve it as much as we can. 2 of 2 people found the following review helpful. Great introduction to systems thinking
By M. Rayo
This book is the perfect introduction to systems thinking when trying to understand accidents, improve safety, and make systems more resilient. The examples are great, and the author's perspective comes through loud and clear. He puts in clear relief the "old way" and "new way" of thinking about error, lays out his case for transitioning to the new way, and does it all clearly and concisely. Great read! I'll be buying extra copies to lend to colleagues.

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.

' No matter if the reader is an upper level executive in an aerospace company, a member of an accident investigation team, a safety engineer, or a university student, Sid's Field Guide is equally as useful. This book presents important ideas for those who regulate human factors investigation and research, making it an essential read for the academician, the research analyst, and the government regulator' --International Journal of Applied Aviation Studies, Vol 7, No 2
About the Author
Sidney Dekker is Professor and Director of the Key Centre for Ethics, Law, Justice and Governance at Griffith University in Brisbane, Australia. Previously Professor at Lund University, Sweden, and Director of the Leonardo Da Vinci Center for Complexity and Systems Thinking there, he gained his Ph.D. in Cognitive Systems Engineering from The Ohio State University, USA. He has worked in New Zealand, the Netherlands and England, been Senior Fellow at Nanyang Technological University in Singapore, Visiting Academic in the Department of Epidemiology and Preventive Medicine, Monash University in Melbourne, and Professor of Community Health Science at the Faculty of Medicine, University of Manitoba in Canada. Sidney is author of several best-selling books on system failure, human error, ethics and governance. He has been flying the Boeing 737NG part-time as airline pilot for the past few years. The OSU Foundation in the United States awards a yearly Sidney Dekker Critical Thinking Award..