Contents

List of Figures and Tables ix

Preface xii

Glossary and Acronyms xvii

1. Introduction: The Role of Human Error in Chemical Process Safety **1**

1.1 Introduction 1
1.2 The Role of Human Error in System Accidents 4
1.3 Why Is Human Error Neglected in the CPI? 10
1.4 Benefits of Improved Human Performance 10
1.5 The Traditional and System-Induced Error Approach 12
1.6 A Demand-Resource Mismatch View of Error 15
1.7 A Case Study Illustrating the System-Induced Error Approach 17
1.8 From Theory to Practice 19
1.9 Appendix: Case Studies 22

2. Understanding Human Performance and Error **39**

2.1 Purpose of the Chapter 39
2.2 Concepts of Human Error 39
2.3 An Overview of the Four Perspectives on Human Error 44
2.4 The Traditional Safety Engineering Approach to Accidents and Human Error 47

This page has been reformatted by Knovel to provide easier navigation.

2.5 The Human Factors Engineering and Ergonomics Approach (HF/E) 55
2.6 The Cognitive Engineering Perspective 67
2.7 The Sociotechnical Perspective 85
2.8 Summary 93
2.9 Appendix 2A: Process Plant Example of the Stepladder Model 94
2.10 Appendix 2B: Flowcharts for Using the Rasmussen Sequential Model for Incident Analysis (Petersen, 1985) 96
2.11 Appendix 2C: Case Study Illustrating the Use of the Sequential Model 100

3. Factors Affecting Human Performance in the Chemical Industry 103

3.1 Introduction 103
3.2 Applications of Performance-Influencing Factors 105
3.3 A Classification Structure for Performance-Influencing Factors 107
3.4 Operating Environment 109
3.5 Task Characteristics 120
3.6 Operator Characteristics 133
3.7 Organizational and Social Factors 142
3.8 Interaction of Performance-Influencing Factors 148
3.9 Variability of Human Performance during Normal and Emergency Situations 149
3.10 Summary 152

4. Analytical Methods for Predicting and Reducing Human Error 153

4.1 Introduction 153

This page has been reformatted by Knovel to provide easier navigation.

4.2 Data Acquisition Techniques 154
4.3 Task Analysis 161
4.4 Human Error Analysis Techniques 189
4.5 Ergonomics Checklists 196
4.6 Summary 199

5. Qualitative and Quantitative Prediction of Human Error in Risk Assessment 201

5.1 Introduction 201
5.2 The Role of Human Reliability in Risk Assessment 202
5.3 System for Predictive Error Analysis and Reduction (SPEAR) 207
5.4 Critical Task Identification and Screening Analysis 209
5.5 Qualitative Human Error Analysis 211
5.6 Representation 219
5.7 Quantification 222
5.8 Summary 240
5.9 Appendix 5A: Influence Diagram Calculations 241

6. Data Collection and Incident Analysis Methods 247

6.1 Introduction 247
6.2 An Overview of Data Collection Systems 249
6.3 Types of Data Collection Systems 251
6.4 Organizational and Cultural Aspects of Data Collection 255
6.5 Types of Data Collected 260
6.6 Methods of Data Collection, Storage, and Retrieval 266
6.7 Data Interpretation 268
6.8 Root Cause Analysis Techniques 270
6.9 Implementing and Monitoring the Effectiveness of Error Reduction Measures 287

This page has been reformatted by Knovel to provide easier navigation.

6.10 Setting Up a Data Collection System in a Chemical Plant 288
6.11 Summary 290

7. Case Studies 291

7.1 Introduction 291
7.2 Case Study 1: Incident Analysis of Hydrocarbon Leak from Pipe 292
7.3 Case Study 2: Incident Investigation: Mischarging of Solvent in a Batch Plant 307
7.4 Case Study 3: Design of Standard Operating Procedures for Task in Case Study 2 314
7.5 Case Study 4: Design of Visual Display Units for Computer-Controlled Plant 325
7.6 Case Study 5: Audit of Offshore Emergency Blowdown Operations 334

8. Implementing an Integrated Error and Process Safety Management System at the Plant 345

8.1 Introduction 345
8.2 Managing Human Error by Design 346
8.3 Setting Up an Error Management System in an Existing Plant 357
8.4 Summary 363

References 365

Bibliography 376

Index 379

This page has been reformatted by Knovel to provide easier navigation.