

File 20080802.1757: Definitions from [1] pp. *x-xi*:

Mistakes ... occur because someone does not know what to do.

Violations or Noncompliance ... occur when someone knows what to do but decides not to do it.

Mismatches The job is beyond the mental or physical capability of the person asked to do it, perhaps beyond anyone's ability.

Slips and Lapses of Attention ... inevitable from time to time and so we should change designs or work methods so as to remove opportunities for human error.

References

- [1] Trevor Kletz. *Still Going Wrong!: Case Histories of Process Plant Disasters and How They Could Have Been Avoided*. Gulf Professional Publishing, Burlington, Massachusetts, 2003.