

File 20100507.0804: Three types of human error: first, *slips* by trained and experienced personnel—these cannot be prevented through more training but could be prevented by better design. Second, *errors* through inadequate training or experience. Third, *violations*: when a person deliberately chooses not to follow procedure either because the procedure is impossible to follow, or the procedure makes no sense, or it is easier not to follow the procedure [1, Chapter 3].

References

- [1] Trevor A. Kletz. *What Went Wrong?: Case Histories of Process Plant Disasters*. Elsevier, Burlington, Massachusetts, fourth edition, 1999.