

File 20120426.0940: Backhouse [1, p. 2] says

Checklists inevitably draw concern onto the detail of procedure without addressing the key task of understanding what the substantive questions are. Procedures are constantly changing and for this reason offer little in the way of analytical stability.

Compare this to what Kletz said in his books on human error, about rule-based behaviour and knowledge-based behaviour.

## References

- [1] James Backhouse and Gurpreet Dhillon. Structures of responsibility and security of information systems. *European Journal of Information Systems*, 5(1):2–9, 1996. I can't get this. Comlab library might have it. UPDATE: got for \$30 from Nature.com.