

A CASE STUDY

"Careless, Stupid, Dumb and Lazy"

These words are often heard as the reason why a human error has occurred. They are often spoken by the very person who has made the error. But they are NOT the reason that errors are made.

The video is not based on an actual event but serves to illustrate how all of the dirty dozen and Early Life Decisions contribute to an error in judgment that leads to an accident.

The following video will challenge you to spot these contributing factors that result in damage to an aircraft. There are 16 of them and thus some will be used more than once. They are underlined to help you spot them. The dirty dozen plus Early Life Decisions are all listed at the top of each page. Chose the one that closest relates to the contributing factor. Have fun

Also, what safety nets can we put in place to help ensure this kind of accident is never repeated?

For more information regarding this case study contract

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Your job is to recognize the causes that lead to an aviation person to making an unintentional error in judgment. View the video, follow in this workbook and mark down the error causes in the left-hand column as you review them. Listed below are the most common causes of a person making an unintentional error. Note the 13th - Early Life Decisions. *These are the result of childhood experiences that become part of our sub-conscious and influence how we behave as an adult.*

- | | |
|---------------------------------|---------------------------------|
| 1) Lack of Communication | 7) Lack of Resources |
| 2) Complacency | 8) Pressure |
| 3) Lack of Knowledge | 9) Lack of Assertiveness |
| 4) Distraction | 10) Stress |
| 5) Lack of Teamwork | 11) Lack of Awareness |
| 6) Fatigue | 12) Norms |

13. Early Life Decisions

Scene: The office of Low Cost Airline 's Ramp Manager, Mr. Rodney Dontknow, In the office with **Rodney Dontknow(RD)** is **Johnny Workhard (jw)**, a newer member, still on probation, of their day ramp crew.

Johnny Workhard (jw): You wanted to see me?

Mr. Dontknow (RD): You bet I wanted to see you. You were extremely **CARELESS** out there. What (*intended for family viewing*) happened?

jw: I'm sorry Mr. Dontknow. I guess I messed up!

RD: You guessed you messed up! You bet you really did mess up. It says here that 603 has got two formers and belly skin damage and it's going to have to be replaced. It's going to be down for 5 days. How could you be so **STUPID**?

jw: I really didn't mean to do it.

RD: What do you mean you didn't really mean to do it? Ramp Policy 442-C specifically says that you should not drive under that kind of aircraft for just this very reason?

jw: But they didn't teach anything about that in our initial training.

RD: They didn't teach you? That's part of your job, to read these Ramp Policies.

jw: Well, I guess so, but I just never got around to it and besides everyone does it.

RD: Everyone does it! How **DUMB** can you get? If I catch them, I'll have their brains for breakfast. (a Unisex version of an often used quote)

jw: But I always do it that way and I've been doing it that way ever since I started without any problem. I just don't understand! I took the first load out not 10 minutes before the same way with no problem.

Your
Answer

Correct
Answer

- | | |
|--------------------------|--------------------------|
| 1) Lack of Communication | 7) Lack of Resources |
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| 3) Lack of Knowledge | 9) Lack of Assertiveness |
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13. Early Life Decisions

	Your Answer	Correct Answer
RD: Well why did you let him do that?		
jw: Well he has more seniority then me and I am on probation and <u>don't like to make waves</u> . Besides we were running behind schedule and I didn't have time to argue.		
RD: How long have you had this problem with Tug 13?		
jw: Its been like that for a couple of months.		
RD: couple of months! Why the heck didn't you report it?		
jw: Well, I though some of the others had.		
RD: Well they haven't. <u>Why didn't you talk to them and find out?</u>		
jw: I guess we just talk about other things and it never sort of came up.		
RD: Jack was with you unloading. Why didn't you have him watch what you were doing?		
jw: Well I guess he could have but <u>we just didn't plan it that way.</u>		
RD: Why can't we have somebody do some thinking around here? Why didn't you at least look back and see if the trailer would clear?		
jw: Oh I always do that but this time <u>I had to look out for a fuel truck that had just finished refueling and was getting ready to back up.</u>		
RD: So... the airplane was just refueled. Did you know that the aircraft struts would compress up to 9 inches from an empty to a full fuel load?		
jw: Ooh, <u>I wasn't aware of that.</u>		
RD: Well you should be. It's just common sense. Everybody knows that for heavens sake. You've been CARELESS, STUPID, DUMB and just too LAZY to do it right.		
jw: <u>My Dad always used to tell me I had nothing between my ears.</u>		

- | | |
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13. Early Life Decisions

Your Answer	Correct Answer
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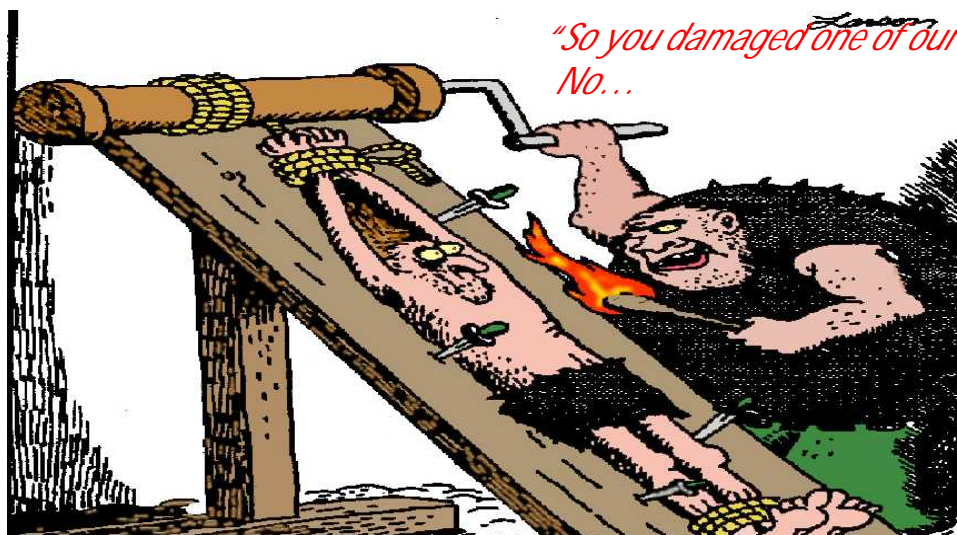
RD: Well I think he was right. We have invested a lot of money in your training. This is the sixth time this has happened this year. I just don't know what else to do. I'm sorry Johnny but I'm going to have to make an example of you. You're fired.

jw: I understand. It seems I've managed to screw up just about everything I've done in my life but I really liked working for Low Cost Airlines and I hoped things would be different.

RD: Well I'm sorry too. I'll make sure that you get all the company benefits....

Thus a company loses another good worker. They will likely go on to hire another who will repeat the same error because they all lack the knowledge to understand what makes them make that error in judgment that can result in an expensive incident

- 1) For every correct answer put a tick mark in the correct answer slot.
- 2) If wrong put the correct answer in the slot
- 3) Add up the tick marks out of a total of 16
- 4) Your percentage _____



"So you damaged one of our planes!!! OK... No... more Mister Nice Guy...."

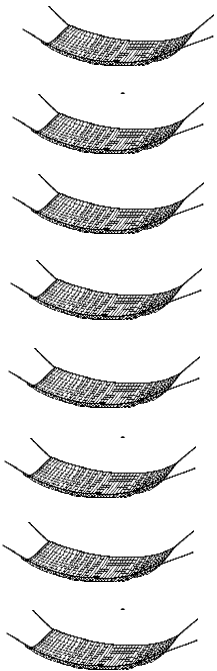


What can we put in place to help ensure the error or one like it never occurs in the future?

Remember that 70% of all errors have a management responsibility.

- **A Safety Net is a Regulation, Policy, Practice or Procedure which, if in place might break a link or prevent a link in the chain of events**
- **The regulatory body controls the regulations**
- **The company controls the policies**
- **The individual controls the practice or procedures.**

Watch out for the “*Motherhoods*”; those responses that look good but are safety nets ONLY if there is a practical means of accomplishing it. For example: *Introduce better communication*. Sure, the how you do that is the safety net.



A safety net is often the last chance to stop an error from becoming an accident .