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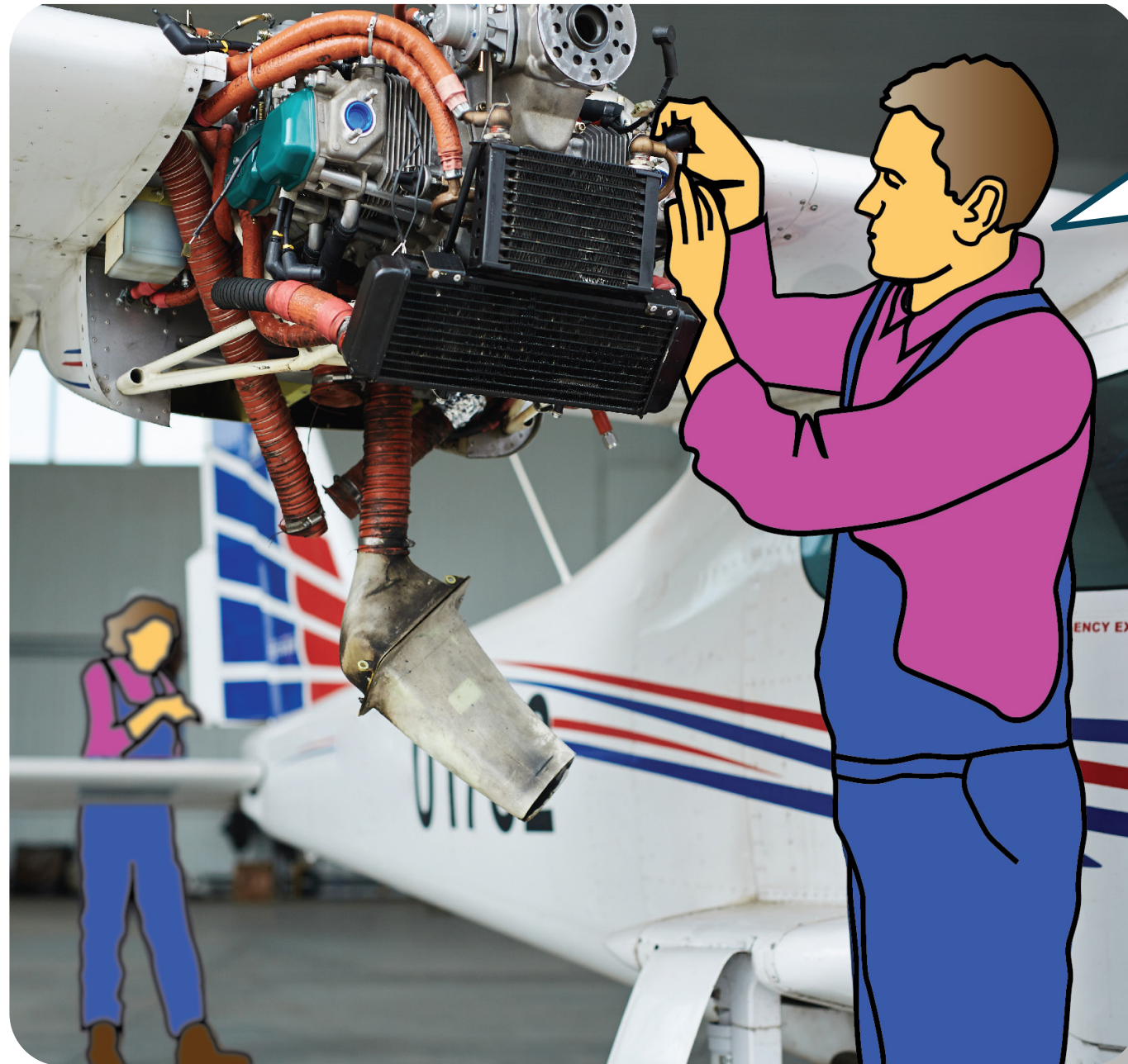
LACK OF COMMUNICATION THE DIRTY DOZEN

80%

of mistakes in aviation involve HUMAN FACTORS and if not detected could lead to accidents

1. LACK OF COMMUNICATION
2. COMPLACENCY
3. LACK OF KNOWLEDGE
4. DISTRACTION
5. LACK OF TEAMWORK
6. FATIGUE
7. LACK OF RESOURCES
8. PRESSURE
9. LACK OF ASSERTIVENESS
10. STRESS
11. LACK OF AWARENESS
12. NORMS

This refers to ALL AREAS of activity related to aviation



"I guess the nightshift will finish working on this..."

LACK OF COMMUNICATION COUNTERMEASURES

- ✓ Use checklists, logbooks, worksheets etc. to communicate and remove doubt.
- ✓ Discuss work to be done or what has been completed.
- ✓ Never assume anything.
- ✓ Listen (talk).
- ✓ Conduct regular briefings.
- ✓ Ensure ALL employees are reached.