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COMPLACENCY THE DIRTY DOZEN

80%
of mistakes in aviation involve **HUMAN FACTORS** and if not detected could lead to accidents

“I’ve looked back there 1,000 times and never found anything wrong!”

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



COMPLACENCY COUNTERMEASURES

- ✓ Be sure to follow procedures, checklists and worksheets at all times, **WITHOUT EXCEPTIONS.**
- ✓ Don't assume anything – **Check!**
- ✓ Learn from the mistakes of others.
- ✓ **ALWAYS** assess the risk.
- ✓ Train yourself to expect to find a fault.
- ✓ **NEVER** sign for anything you didn't do or check.

This refers to **ALL AREAS** of activity related to aviation