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NORMS THE DIRTY DOZEN

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

Never mind the Maintenance Manual. We've always used the forklift



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

NORMS COUNTERMEASURES

- ✓ The fact that a practice is commonly accepted does not make it right.
- ✓ Follow the SOP's and have them improved if necessary.
- ✓ The normalisation of deviance can eventually defeat vital risk controls with deadly results.
- ✓ Norms (Rules of thumb) can easily be misapplied with disastrous results.
- ✓ Do not accept negative norms as acceptable practice. Work to eliminate them.