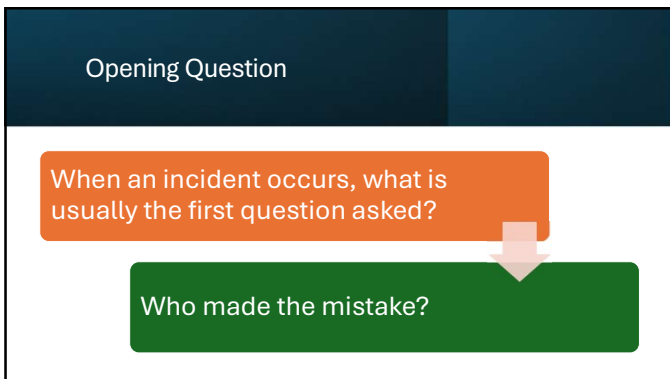


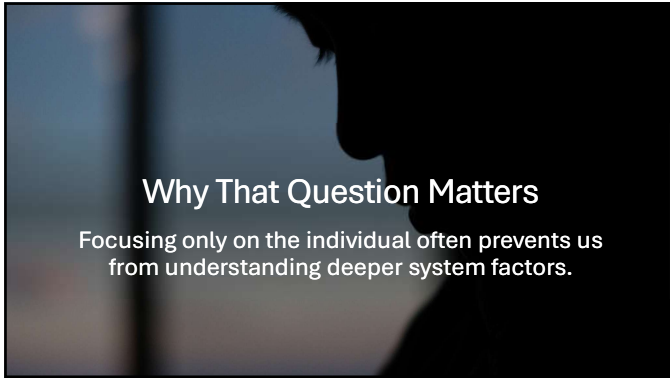
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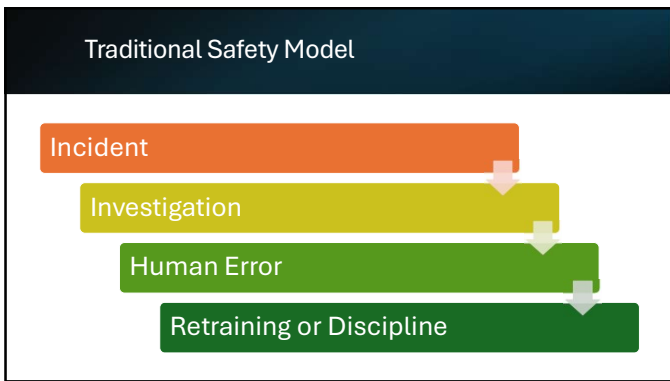
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HOP Perspective

-  Understand why actions made sense at the time
-  Learn from everyday work
-  Improve systems instead of blaming people

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Five Principles of HOP

1. Error is Normal
2. Blame Fixes Nothing
3. Context Drives Behavior
4. How Leaders Respond to Failure Matters
5. Learning and Improving is Vital

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Principle 1: Error is Normal

- Humans make mistakes
- Systems must anticipate and catch errors before harm occurs

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Principle 2: Blame Fixes Nothing

Blame discourages reporting

Learning cultures improve safety

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Principle 3: Context Drives Behavior

Work environment shapes decisions

Time pressure, design, and workload influence behavior

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Principle 4: Leadership Response Matters

Curiosity builds learning

Punishment hides problems

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Principle 5: Learning is Vital

- Learn from Incidents
- Learn from Near Misses
- Learn from everyday work

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Three Types of Human Error

- Skill-Based
- Rule-Based
- Knowledge-Based

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Skill-Based Errors

- Autopilot mistakes
- Examples: wrong valve, wrong button

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Rule-Based Errors

Applying the wrong rule or procedure

Often due to confusing or complex documentation

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Knowledge-Based Errors

New situations requiring analysis

Often occur under stress or time pressure

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Managing Safety vs Managing Safely

Managing

- Managing Safety: rules and compliance

Managing

- Managing Safely: understanding real work conditions

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Work as Imagined vs Work as Done

Work as Imagined: procedures and policies	Work as Done: real conditions and adaptations
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How Systems Set People Up for Failure

Design	Procedures	Environment
Pressure	Human Decision	Incident

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Key Takeaways


- Human error is inevitable
- Systems shape behavior
- Learning improves safety

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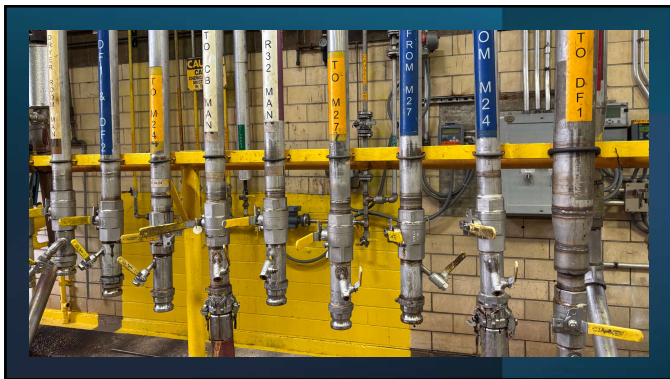
Closing Thought

People are not the problem to control.

People are the solution to improving systems.



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