

# Aviation Safety: the Dirty Dozen

The twelve most common human errors behind aviation accidents and incidents.

## LACK OF COMMUNICATION



The 12 human factors known as the 'Dirty Dozen' can intensify during a health crisis. These factors need to be tracked even more closely than usual.



An increase in workload tends to amplify the lack of communication.



Each one of us – workers, technicians, managers – should make an effort to communicate more efficiently.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Explain or write out clearly and precisely the work that's been completed and the work remaining.
- ✓ Ensure the message has been understood.
- ✓ Never assume that the work is complete.



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## PRESSURE



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The increase in workload tends to intensify pressure.



Adhering to the protective measures implemented during the pandemic can make the pressure to meet work deadlines feel even more overwhelming.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Don't put pressure on yourself.
- ✓ Speak up if you think you need more time.
- ✓ Ask for extra support if you don't have enough time.





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## DISTRACTION



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The increase in workload tends to intensify distraction.



This unprecedented period has introduced additional distractions in our daily lives. But distractions at work can sometimes lead us to believe we are further along with a process than we really are.



## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ When you are no longer distracted, go back through the steps you have already completed to confirm where you were.
- ✓ If an operation stops, note down exactly where you left off.
- ✓ Organise your workspace to minimise distractions (switch off your mobile phone, etc.)



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## LACK OF KNOWLEDGE



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The increase in workload can accentuate a lack of knowledge.



In today's rapidly changing high-tech environment, we must ensure we maintain the level of knowledge required to carry out our operations. However, this is made more difficult in the current context with training courses being postponed.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Don't repair or maintain parts unless you have been trained and are qualified to do so.
- ✓ If you don't know how to install equipment or repair a part, ask for assistance.





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## LACK OF TEAMWORK



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The increase in workload can accentuate a lack of teamwork.



Due to protective measures implemented during the pandemic, a lack of teamwork is a much more significant risk for the safety of production operations or maintenance.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Discuss specific tasks that require the assignment of more than one person to ensure that nothing is forgotten.
- ✓ Divide tasks evenly among different team members.



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## LACK OF RESOURCES



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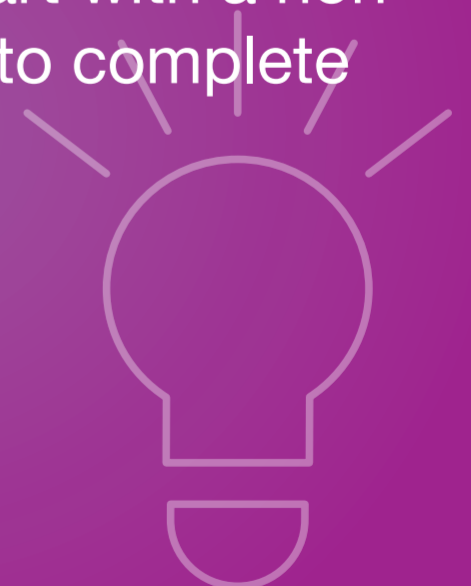
The increase in workload tends to highlight a lack of resources.



Currently, even more than usual, we risk facing a lack of available resources (human or material) to carry out our projects. Our suppliers are probably facing the same issues.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ If faced with a lack of resources, don't hesitate to postpone your task.
- ✓ Never replace one part with a non-compatible part just to complete your task.





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## COMPLACENCY



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The increase in workload tends to highlight complacency.



In normal times, we all tend to become too confident when we have fully mastered a task. In these COVID-19 times, there are potentially fewer protective barriers to allow the detection of errors.



## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Always check your work, even if the operation is easy.
- ✓ Always be prepared to find an anomaly.
- ✓ Never sign anything you haven't fully checked.



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## FATIGUE



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The increase in workload tends to amplify fatigue.



Today more than ever, fatigue is an issue. It reduces our attention and our level of awareness, something that can be very dangerous when working in aviation.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Be aware of signs of fatigue in yourself and your colleagues.
- ✓ Be careful with complicated tasks if you know you are exhausted. Ask for help.





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## LACK OF SELF-CONFIDENCE



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The increase in workload tends to highlight a lack of self-confidence.



A lack of self-confidence reinforced by difficulties in communicating due to the current health measures can stop us from raising the alarm when something doesn't seem right.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Don't hesitate to speak up when you see something dangerous.
- ✓ Let your colleagues give their opinion and always accept corrective criticism.



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## STRESS



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The increase in workload tends to amplify stress.



The information relayed by the media about the number of people affected by the virus, companies laying off employees, etc., can cause people to feel stressed.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ If you feel stressed, talk to someone about it and ask a colleague to look at your work. Be attentive to your colleagues.
- ✓ A balanced diet, physical activity and sufficient rest can reduce stress levels.





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## LACK OF AWARENESS



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The increase in workload tends to develop a lack of awareness.



In normal times, common sense and vigilance tend to drop with repetitive tasks; this is even more true during this crisis period.

## WHAT COUNTER MEASURES CAN WE TAKE?

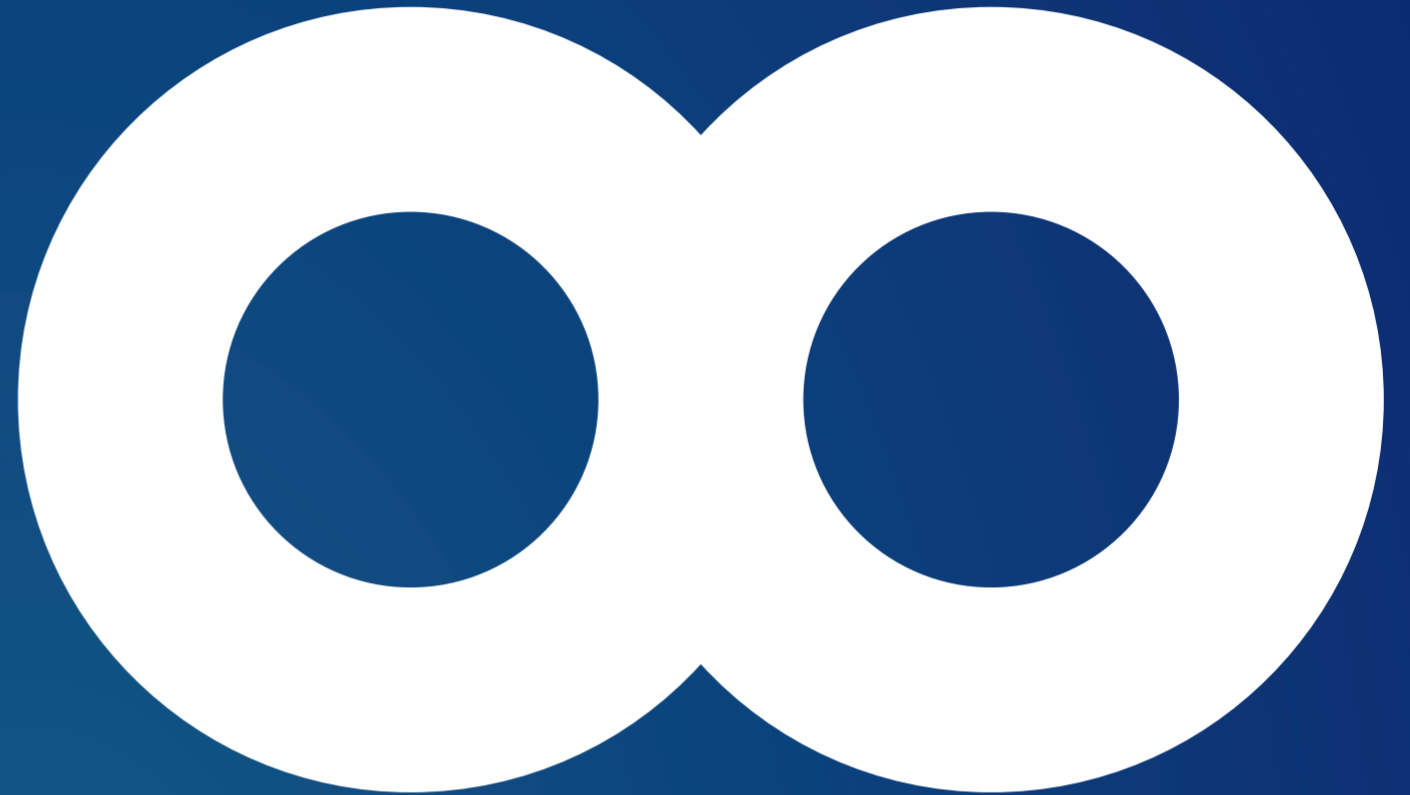
- ✓ Even if you are familiar with a task, always ask someone to check your work.
- ✓ Check that your work doesn't go against common sense.



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## BAD HABITS



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The increase in workload tends to highlight the bad habits in our daily work.



All the time and everywhere, there are unwritten standards that are followed and tolerated by most of us. These habits can damage established security standards.

## WHAT COUNTER MEASURES CAN WE TAKE?

- ✓ Just because something seems normal doesn't mean it's right.
- ✓ Doing the same as everyone else may not be the right solution.

