Causes of Human Errors

• **Forgetfulness**—sometimes we forget things when we are not concentrating. For example, an operator might forget to torque the last bolt, or someone might forget to update a spreadsheet.

• **Errors due to misunderstanding**—sometimes we make mistakes when we jump to the wrong conclusion before we're familiar with the situation. For example, we thought the meeting was in room 104, where it usually is, but today it was actually scheduled for room 401.

• **Errors in identification**—sometimes we incorrectly assess a situation because we view it too quickly or are too far away to see it clearly. For example, part number 1000001 was mistaken for part number 1000010.

• **Errors due to work force turn over**—sometimes we make mistakes because of our lack of experience. For example, a new employee does not know the process or is just barely familiar with it.

• **Errors due to short cuts**—sometimes errors occur when we decide that we can ignore rules under certain circumstances. For example, we might omit a process step we think is unimportant, assuming the results will be satisfactory.

• **Inadvertent errors**—Sometimes we make a mistake inadvertently or without realizing it. For example, someone lost in thought places the part in the fixture in the wrong orientation without noticing his error.

• **Errors due to lack of or inadequate standards**—some errors occur when there are no or inadequate instructions or work standards. For example, a measurement might be left to an individual associate's discretion.

• **Surprise errors**—Errors sometimes occurs when equipment or systems run differently than expected. For example, a machine might malfunction without warning, or a database file could become corrupted for no discernable reason.