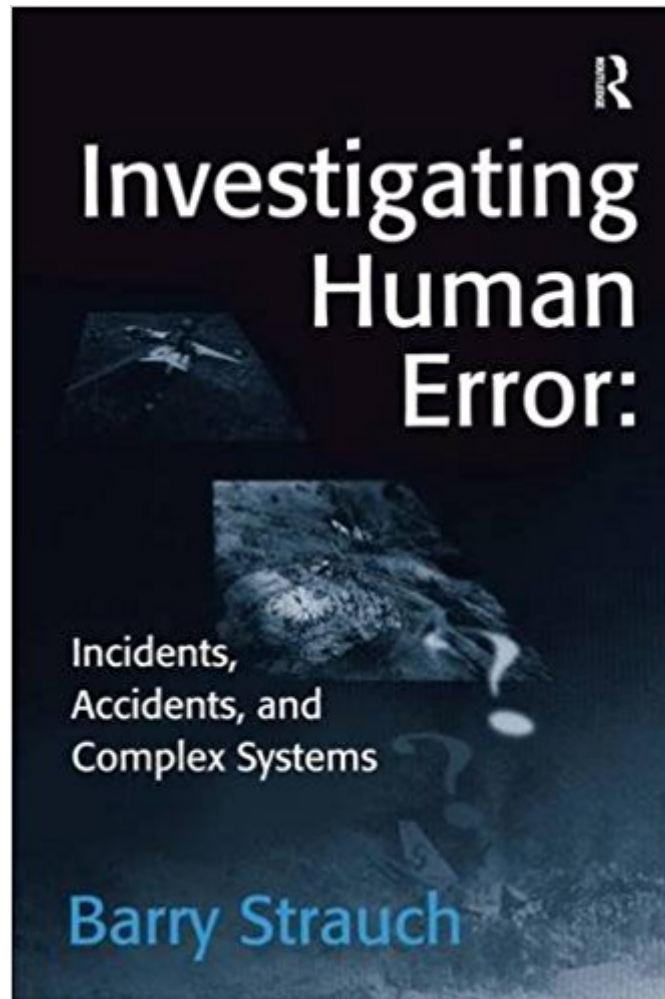# Investigating Human Error: Incidents, Accidents, And Complex Systems

Synopsis

In this book the author applies contemporary error theory to the needs of investigators and of anyone attempting to understand why someone made a critical error, how that error led to an incident or accident, and how to prevent such errors in the future. Students and investigators of human error will gain an appreciation of the literature on error, with numerous references to both scientific research and investigative reports in a wide variety of applications, from airplane accidents, to bus accidents, to bonfire disasters. Features include: - an easy to follow step by step approach to conducting error investigations that even those new to the field can readily apply. - summaries of recent transportation accidents and human factors literature and relates them to the cause of human error in accidents. - an approach to investigating human error that will be of interest to both human factors psychology and industrial engineering students and instructors, as well as investigators of accidents in aviation, mass transportation, nuclear power, or any industry that is to the adverse effects of error. Based on the author's over 18 years of experience as an accident investigator and instructor of both aircraft accident investigation techniques and human factors psychology, it reviews recent human factors literature, summarizes major transportation accidents, and shows how to investigate the types of errors that typically occur in high risk industries. It presents a model of human error causation influenced largely by James Reason and Neville Moray, and relates it to error investigations with step by step guidelines for data collection and analysis that investigators can readily apply as needed.

Book Information

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Customer Reviews

Just as our transportation system, like most complex systems, has grown ever more sophisticated, so have the means of investigating when those systems suffer failures. For years, a pronouncement of "human error" signaled the end of an accident investigation; now it often marks the beginning. It is no longer sufficient to conclude that an error occurred; investigators must now determine why it occurred and what can be done to prevent a recurrence. Yet surprisingly, there has been little in the training canon to prepare the accident investigator for this central function. That is, until now, because Dr. Barry Strauch has masterfully filled that gap. "Investigating Human Error: Incidents, Accidents, and Complex Systems" is that rarity in the literature of any discipline: a text that is thorough, well-organized and also a pleasure to read. Strauch is clearly at home in both the academic world and the gritty, high-stress environment that surrounds the investigator in the field. Each page of his book is informed by his years of experience as an investigator, an educator and a human factors psychologist. With the systematic, insightful approach presented by Strauch, complex systems are no longer impenetrable to the investigator; human error ceases to be a conundrum. Furthermore, Strauch's audience extends well beyond the ranks of investigators alone. His book will be profoundly appreciated by the people who work in airlines and other complex systems, by those who manage them and by those who analyze and regulate them. In fact, Strauch's work will be a compelling read for anyone who is fascinated and perplexed by humans failing to perform as they should in critical missions.

Dr. Barry Strauch's book is a superbly written and researched account by an investigating expert. He weaves an informative tale that maintains an anecdotal and entertaining tone throughout. Dr. Strauch is, quite simply, a literary wizard. His book is truly a gift to the aviation world. His first-hand account of many infamous accidents combined with his expertise and step by step techniques make this an educational yet interesting read. This reader highly recommends this book to anyone in the field of aviation or any person with an interest in the field. This book is a classic in the vein of "Normal Accidents," Charles Perrow's masterpiece. Five stars.

Used this extensively with my course and it helped me to understand and project the theories of human factors and how certain situations can come about due to outside interferences.

This book contains a number of summaries related to aircraft accidents and the investigations involved. A lot of fun to read!

One gets the impression that Strauch sees people involved in accidents as 'patients' who symptoms must be probed or worse that his approach is more like a pathologist, seeking the cause of the error. Hence heavey emphasis on substance abuse testing for example. Much better is Dekker's book The Field Guide to Understanding Human Error. The latter is better preparation.

Great text book for tour Human Facrors library.

Investigating Human Error: Incidents, Accidents, and Complex Systems Stop the Show! A History of Insane Incidents and Absurd Accidents in the Theater Reinventing American Health Care: How the Affordable Care Act will Improve our Terribly Complex, Blatantly Unjust, Outrageously Expensive, Grossly Inefficient, Error Prone System Nursing: Human Science And Human Care (Watson, Nursing: Human Science and Human Care) Changing Cultural Landscapes: How Are People and Their Communities Affected by Migration and Settlement? (Investigating Human Migration & Settlement (Paperback)) Hamlet's Mill: An Essay Investigating the Origins of Human Knowledge And Its Transmission Through Myth Pushes & Pulls: Why do People Migrate? (Investigating Human Migration & Settlement) Incidents of Travel in Poetry: New and Selected Poems Incidents of Travel in Yucatan Incidents in the Life of a Slave Girl (Dover Thrift Editions) The Educated Consumers Guide to No-Fault Automobile Insurance: How America can save billions in Medicaid costs and create comprehensive and unlimited ... cord injuries) in automobile accidents! Death in Yellowstone: Accidents and Foolhardiness in the First National Park Accidents Waiting to Happen: Best Practices in Workers' Comp Administration and Protecting Corporate Profitability Wabi-Sabi Art Workshop: Mixed Media Techniques for Embracing Imperfection and Celebrating Happy Accidents Error Control Systems for Digital Communication and Storage The Mobility Revolution: Zero Emissions, Zero Accidents, Zero Ownership Error-Control Coding for Computer Systems (Prentice Hall series in computer engineering) A Commonsense Approach to the Theory of Error-Correcting Codes (Computer Systems Series) Descartes' Error: Emotion, Reason, and the Human Brain The Field Guide to Understanding 'Human Error'