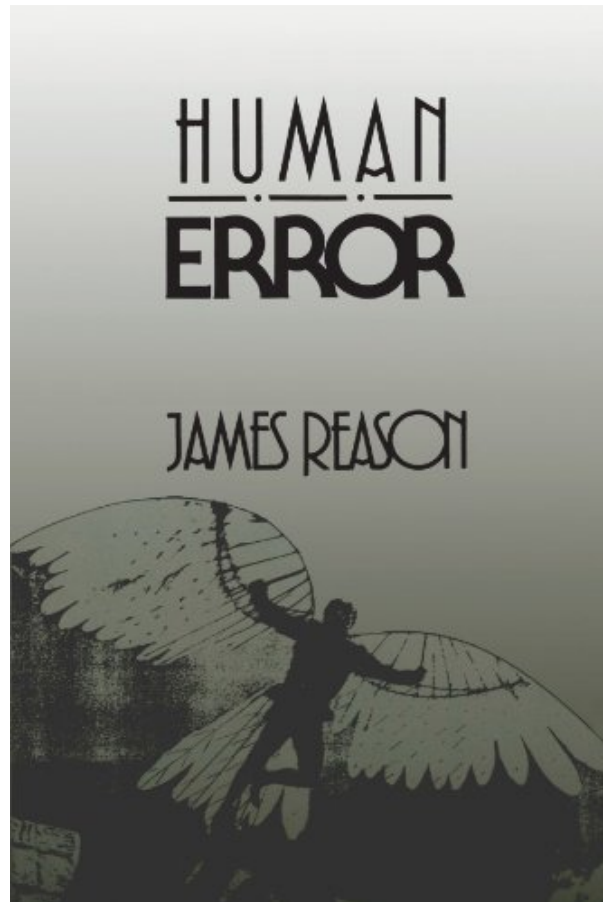


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## Review

"...an in-depth analytical framework of human error..." Journal of Perinatal & Neonatal Nursing

"...a comprehensive and often innovative treatment of human error that is both readable and informative."  
Gavan Lintern, Human Factors Society Bulletin

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Modern technology has now reached a point where improved safety can only be achieved through a better understanding of human error mechanisms. In its treatment of major accidents, the book spans the disciplinary gulf between psychological theory and those concerned with maintaining the reliability of hazardous technologies. Much of the theoretical structure is new and original, and of particular importance is the identification of cognitive processes common to a wide variety of error types.

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- Binding: Paperback
- 320 pages

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## Most helpful customer reviews

14 of 14 people found the following review helpful.

### Avoiding and Managing Errors

By Elijah Chingosho

This is a seminal work for anyone working in hazardous industries. I work in the aviation industry and I found this book to be so enlightening and useful. Whilst industry should always strive towards ensuring that errors do not occur in the first place, it will never be possible to eradicate them totally. Therefore all organisations should aim to 'manage' errors. Professor Reason refers to the two components of error management namely error containment and error reduction.

To prevent errors from occurring, it is necessary to predict where they are most likely to occur and then to put in place preventative measures. Incident reporting schemes do this for the industry as a whole. Within an organisation, data on errors, incidents and accidents should be captured with a Safety Management System (SMS), which should provide mechanisms for identifying potential weak spots and error-prone activities or situations. Output from this should guide local training, company procedures, the introduction of new defences, or the modification of existing defences.

According to Reason, error management includes measure to reduce the error susceptibility of particular tasks or task elements; determine, assess and then remove error-producing factors within the workplace; identify organisational issues that generate error-producing factors within the individual, the team, the task or the workplace; improve error detection; increase the error tolerance of the workplace or system; make latent conditions more visible to those who operate and manage the system; improve the organisation's intrinsic resistance to human fallibility.

It is important that organisations balance profit and costs, and try to ensure that the defences which are put in place are the most cost-effective in terms of trapping errors and preventing catastrophic outcomes.

Reason teaches that error management seeks to prevent errors from occurring and eliminate or mitigate the bad effects of errors. One of the things likely to be most effective in preventing error is to make sure that people follow procedures. This can be effected by ensuring that the procedures are correct and usable, that the means of presentation of the information is user friendly and appropriate to the task and context, that employees are encouraged to follow procedures and not to cut corners.

This is a well written book that is a must read for anyone working in hazardous industries where safety is number one priority.

24 of 29 people found the following review helpful.

Kindle Version is Full of Human Error

By Olga Werby

I'm very interested in exploring the origins of human errors. And this book by James Reason seemed liked a good read. I was about to travel and I didn't want to buy a paperback or a hardcover book--there are severe weight limitations for air travel. But I have a Kindle, and this book was available in the Kindle edition.

I should say that I tend not to write negative reviews. But in this case, I have to make an exception. Now my complaints are not with the content of the book. I wish it was written a bit better, but I knew what I was buying when I got the book. But I'm horrified at the number of typos in the Kindle edition! I assume the real-world-book doesn't have these (I hope). But every single page on the Kindle had a typo, or missing text, or strange characters, and so on. It was VERY frustrating reading the book (and nearly impossible to read the Appendixes). Clearly, Dr. Reason haven't given even a first look at how his book on Human Error was being rendered on the Kindle. To write a book about individual and systems failures and then to publish such a poor quality book is amazing to me.

If Amazon doesn't figure out the quality standards for Kindle editions, then there really isn't a point of taking a risk and buying these books in this format.

Ultimately, it is the author that is responsible for the quality of his book. I hope Dr. Reason will see this review and move his editors to make some very needed changes. Until then, DO NOT buy the Kindle version of this book--it's not worth the money!

20 of 21 people found the following review helpful.

Best the third time through

By A Customer

This book is a very complete and well done review of the history and mechanisms of human error. I can't think of a better reference book. It takes some work to extract the knowledge from the rather concentrated material, but it is well worth it. I generally like an easier, novel-type read, but there are plenty of other books on human factors that provide that. This one shines in the very systematic and complete treatment of the subject. And the bibliography is excellent, because it facilitates the easy branching out into all of his sources.

Speaking of people mentioned, I knew I would like it when he spoke highly of Donald Norman. He also mentions Perrow's 'Normal Accidents', which is an excellent book. Also the quote from Ernst Mach can lead into a fascinating side trail of discovery on that man. But mainly his dedication of the book to Jens Rasmussen sent me off on a trail of his work, which is quite prolific. I think this is academia at its best - building on the work of predecessors to help further development of tools and understanding on how to solve practical, real world problems.

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