

High Reliability Organizations (HRO's)

Combat Units, Airlines, Surgical, Nuclear Power Plants, SWAT Teams, Aircraft Carriers & Banks

RELIABILITY - Anticipated, Predictable & Consistent

An organization

- Conducting relatively error free operations
- Over a long period of time
- Making consistently good decisions resulting in
- High quality and reliability operations

* Because the stakes are so _____

Commonality in accidents - **lack** of supervisory control resulting in the **failure** of employees to make appropriate risk decisions, or to follow the correct procedures required to operate safely.

5 Main Parts:

1. **Preoccupation with failures:**
2. **Reluctance to simplify:**
3. **Sensitivity to operations:**
4. **Commitment to resilience:**
5. **Deference to expertise:**

The past always settles it's accounts

Observe - Orient - Decide - Act (OODA Loop)

Live by the bookBut refuse to die by it