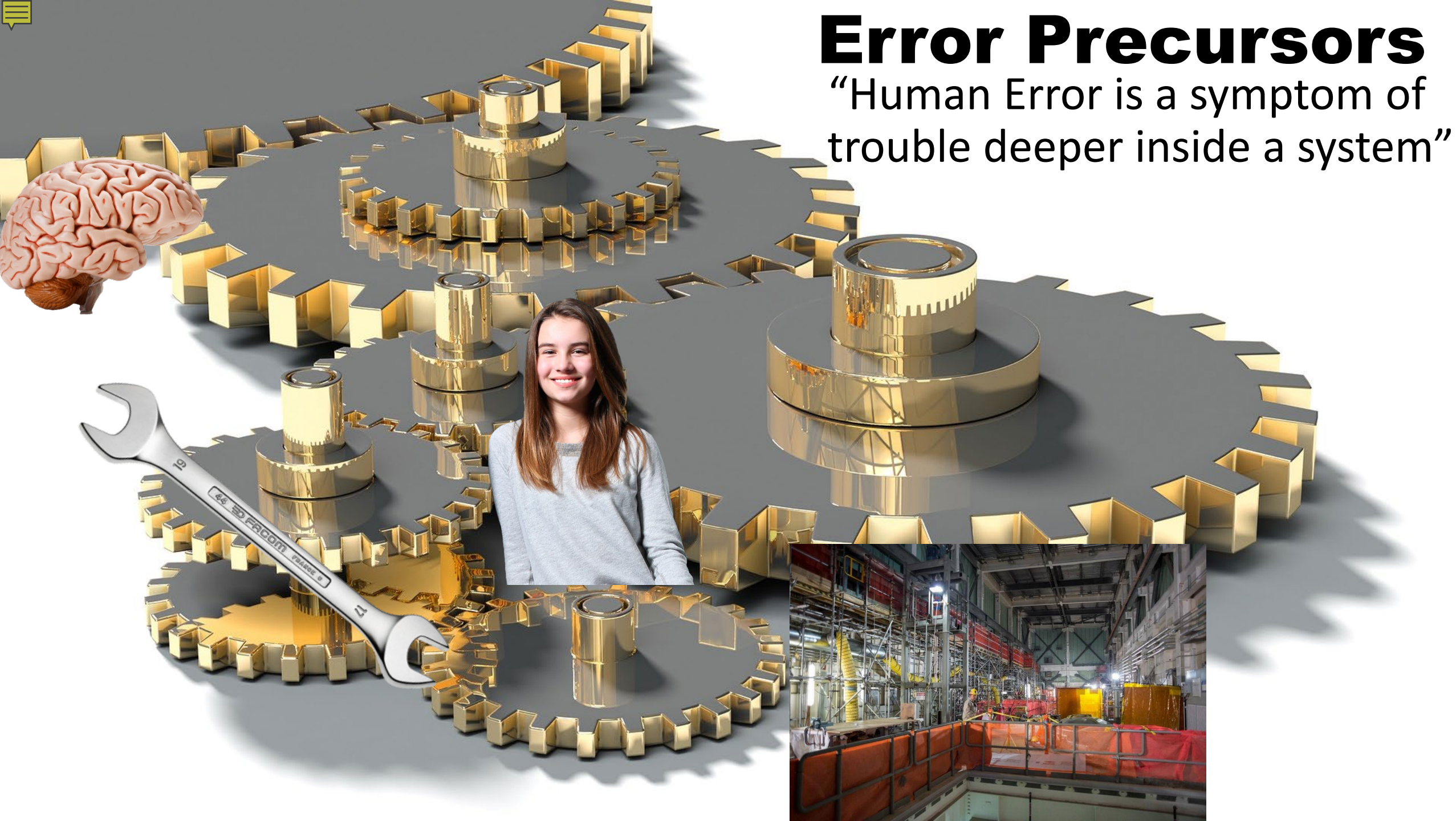# Error Precursors

"Human Error is a symptom of trouble deeper inside a system"

JENGA Basic Rules

- The team who gets the most pieces out before the Jenga tower falls is the winner.

- Stack the "removed" piece on top of the tower.

- No "adjusting" the tower

JENGA! With Error Precursors

- ## Same Rules but…

- Team 1 must always have <u>two people</u> removing pieces at once.

- Team 2 <u>follow the instructions</u> provided.

- Team 3 must <u>use a glove</u> when removing pieces.

- Team 4 must use the "<u>supplied job aid</u>".

- The task is timed. You have <u>3 minutes</u> to get the most pieces out and stacked to be the winner

What is an error?

- An error is a human <u>action</u> that unintentionally departs from an expected behavior.

- Error is behavior, without malice or forethought. This means that there is no intent to cause the error.

JENGA – Lessons From the Tower!

- The problem is not always the worker who pulls out the last piece

- System problems (latent weaknesses) exist before the active error causes the tower to fall

- Work-arounds can create conditions that increase the failure rate and consequences.

- We rarely see the weakness before the human interacts with the system (or we would not have set them up!)

Variations

- Teaching them to fish....
- Deconstructability game
- Others??

"View from the work site"