

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

BARRY STRAUCH

ASHGATE

# Contents

<i>List of Figures</i>		<i>vii</i>
<i>List of Tables</i>		<i>ix</i>
<i>Foreword</i>		<i>xi</i>
<i>Preface</i>		<i>xix</i>
Part I	Errors and Complex Systems	1
L	Introduction	3
2	Errors, Complex Systems, Accid	11
Part H	Antecedents	29
3	Equipment	31
4	The Operator	47
5	The Company and the Regulator	63
6	Maintenance and Inspection	79
7	Multi-Operator Systems	91
8	Culture	107
Part III	Data and Data Analysis	119
9	System Recorders	121
10	Written Documentation	135
11	Interviews	147
12	Analysis	169

PartIV	Issues	195
13	Situation Awareness and Decision Making	197
14	Automation	217
PartV	Applying the Data	233
15	Case Study	235
16	Final Thoughts	261
<i>References</i>		267
<i>Index</i>		291