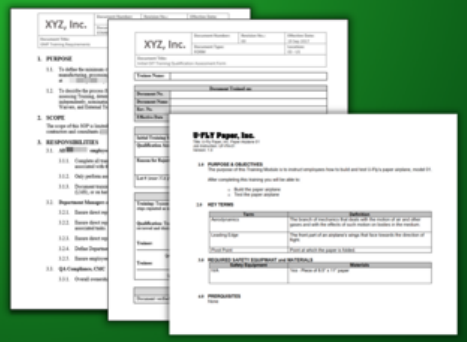
SOPs, Work Instructions, and Forms



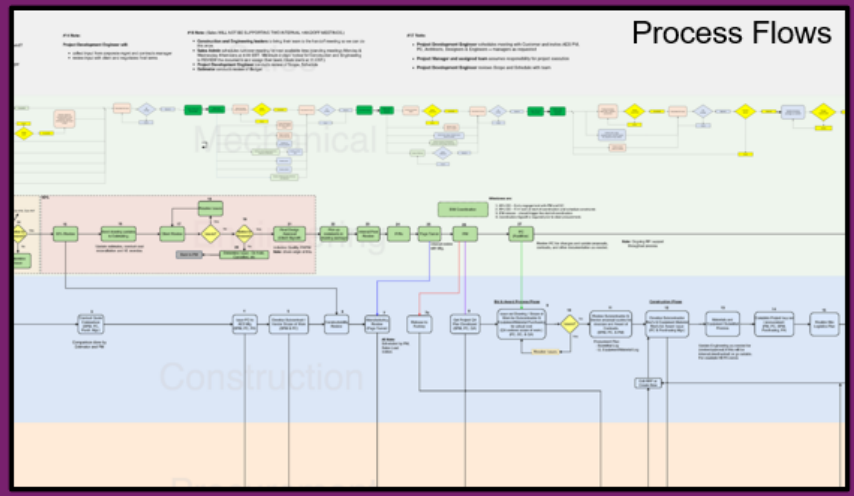
Human Error Analysis Tool

Is human error (Man) the remaining "source/factor" of the problem?	a. Have all other potential sources been eliminated? (Materials, Machine, Milieu, Management, Method, etc.) **Note:** If the employee performed the task successfully prior to the error, training alone is NOT the answer.		No / Yes
	If NO, return to previous RCA	If YES, continue with this Tool	
What is the performance gap? *(Problem Statement)*	a. What is the desired performance?		
	b. What was the actual performance?		
Is this performance gap an event or a trend? *(If it was a trend, review and list past corrective and/or preventative actions.)*			

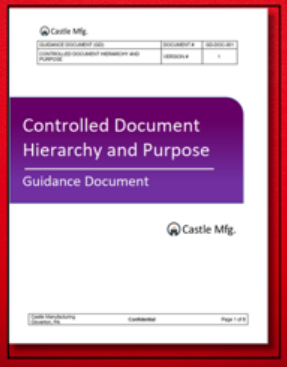
Checklist

A. Task Information and Support	Non-Factor	Factor	Impact: High	Impact: Low	Impact: N/A
1. Did the employee have continuous/easy access to applicable procedures?	Yes	No			
2. Was the event covered in the procedure?	Yes	No			
3. Does the procedure reflect current practices?	Yes	No			
4. Are the procedures clearly written?	Yes	No			
5. Did the employee refer to the procedure to confirm steps required?	Yes	No			
6. Did the employee understand procedure?	Yes	No			
7. Are job aids available? If yes, are they allowed to be used on the job?	Yes	No			
8. If there are job aids, are they well designed, easily located, and current?	Yes	No			
9. If there are job aids, are they aligned with documented procedures?	Yes	No			
10. Is the task complicated?	No	Yes			
11. Does the task change frequently?	No	Yes			
12. Is the task unpredictable or have multiple potential responses?	No	Yes			
13. Is the task rarely performed?	No	Yes			
14. Was another employee consulted?	No	Yes			

Process Flows

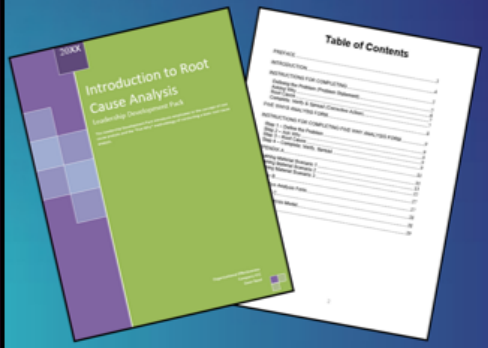


Guidance Documents & Manuals



Introduction to Root Cause Analysis

Leadership Guide for the 5-Whys



Additional SOP Examples

