

# Human Error Troubleshooting Guide

Human Dilemma	Root or Contributing Causes	Risk Control Elements
Unclear task definition	Unclear expectations for role, lack of process knowledge, poor or inaccessible SOPs	Clear job descriptions, effective SOPs, role qualification emphasizing process KSA
Unclear or competing priorities	Misaligned priorities within leadership levels; lack of communication or support, lack of supervisory skill	Full alignment on responsibilities at all levels, supportive leadership structure, leader development
Uncertainty on how to proceed	Poor system / process knowledge, lack of leadership support, lack of OJT, poor or inaccessible SOPs	Supportive supervisors and leaders, effective qualification program that emphasizes system / process KSA
Ambiguity re: responsibility or authority to proceed	Poor workplace communication, lack of escalation clarity, poor system / process knowledge	Clear job descriptions, RACI and escalation processes, encouraging leadership environment
Insufficient or inaccessible guidance	Poor or inaccessible SOPs, lack of cultural accountability	SOP assessment / revision, compliance assessment

# Workplace Factor Guide

Workplace Factor	Description	Impact
Alignment of Purpose & Priority	<ul style="list-style-type: none"> <li>• Meaningful mission &amp; goals</li> <li>• Alignment on priorities</li> <li>• Accepted definition of success</li> </ul>	<ul style="list-style-type: none"> <li>+ Inspired staff</li> <li>+ Productivity</li> <li>- Silos, dysfunction</li> </ul>
Role Clarity	<ul style="list-style-type: none"> <li>• Clear expectations</li> <li>• Clear authority and escalation procedures</li> <li>• Clear workflows to achieve goals</li> </ul>	<ul style="list-style-type: none"> <li>+ Steady production</li> <li>- Confusion, waste</li> <li>- Exhaustion, apathy</li> </ul>
Co-Worker Interactions	<ul style="list-style-type: none"> <li>• Communication regularity, transparency &amp; clarity</li> <li>• Respectful, collaborative, supportive climate</li> <li>• Accountability at all levels</li> </ul>	<ul style="list-style-type: none"> <li>+ Team collaboration</li> <li>+ Inter-dept. trust</li> <li>- Internal politics, rumors</li> </ul>
Staff Development, Qualification & Training	<ul style="list-style-type: none"> <li>• Structured paths to qualify for roles / advancement</li> <li>• Opportunity for skill &amp; career development</li> </ul>	<ul style="list-style-type: none"> <li>+ Quality &amp; Productivity</li> <li>+ Goal-driven staff</li> <li>- Skill gaps, apathy</li> </ul>
Commitment to Improve	<ul style="list-style-type: none"> <li>• Staff involved in regular process &amp; workflow review</li> <li>• Process, systems &amp; SOP adequacy &amp; usability</li> <li>• Leadership attitudes / support toward change</li> </ul>	<ul style="list-style-type: none"> <li>+ Quality &amp; efficiency</li> <li>+ Staff pride</li> <li>- Disengagement, silence</li> </ul>
Pay & Incentives	<ul style="list-style-type: none"> <li>• Fair market value, consistent &amp; dependable</li> <li>• Clear expectations for advancement</li> </ul>	<ul style="list-style-type: none"> <li>+ Valued staff, loyalty</li> <li>- Bitterness, turnover</li> </ul>
Hiring and Role Selection	<ul style="list-style-type: none"> <li>• Standards for recruiting and selection</li> <li>• Fair role assignment &amp; advancement processes</li> </ul>	<ul style="list-style-type: none"> <li>+ High standards</li> <li>+ Peer respect</li> <li>- Resentment or burden</li> </ul>