
Lubrication And Reliability Management

*A New Concept In Significant Reliability Improvements
...Through Outsourced Lubrication Stewardship.*

Reliability - Error Chain Phenomenon

By: Doug Branham

- Random events, i.e. accidents, are never the result of one inappropriate human action alone.
- Random events are virtually always the result of 13-14 inappropriate human actions queued up in a certain order.
- These actions, links in the error chain, can be broken at any point in the queue to prevent the random event from occurring.
- All people make many errors during the week that don't result in accidents because they are either not queued up in a certain order or somebody recognized that a chain is being formed and breaks a link.
- The Three Mile Island and Challenger disasters were both the culmination of a chain of 14 errors.
- The challenge for everyone is to recognize the formation of an Error Chain and break a link in the chain before a random event occurs.
- The error chain points out the mistake of blaming the person who made the last error in the chain; if blame is to be placed, all errors must be identified and all of those who made them must be blamed too.
- When a major random event occurs, it is necessary to identify the links in the chain so that a recurrence can be avoided.