Start

SHERPA flowchart

Perform a HTA for the task in question

Take a task step (operation) from the bottom level of the HTA

Classify the task step into a task type from the SHERPA taxonomy – action, checking, info communication, retrieval and selection

Are any of error types credible? — N → Are there any more steps? — → **Stop**

Y

For each error type:
- Describe the error
- Note consequences
- Enter recovery step
- Enter ordinal probability
- Enter criticality
- Propose rem measures

Y

Are there any more error types? — N →

Y

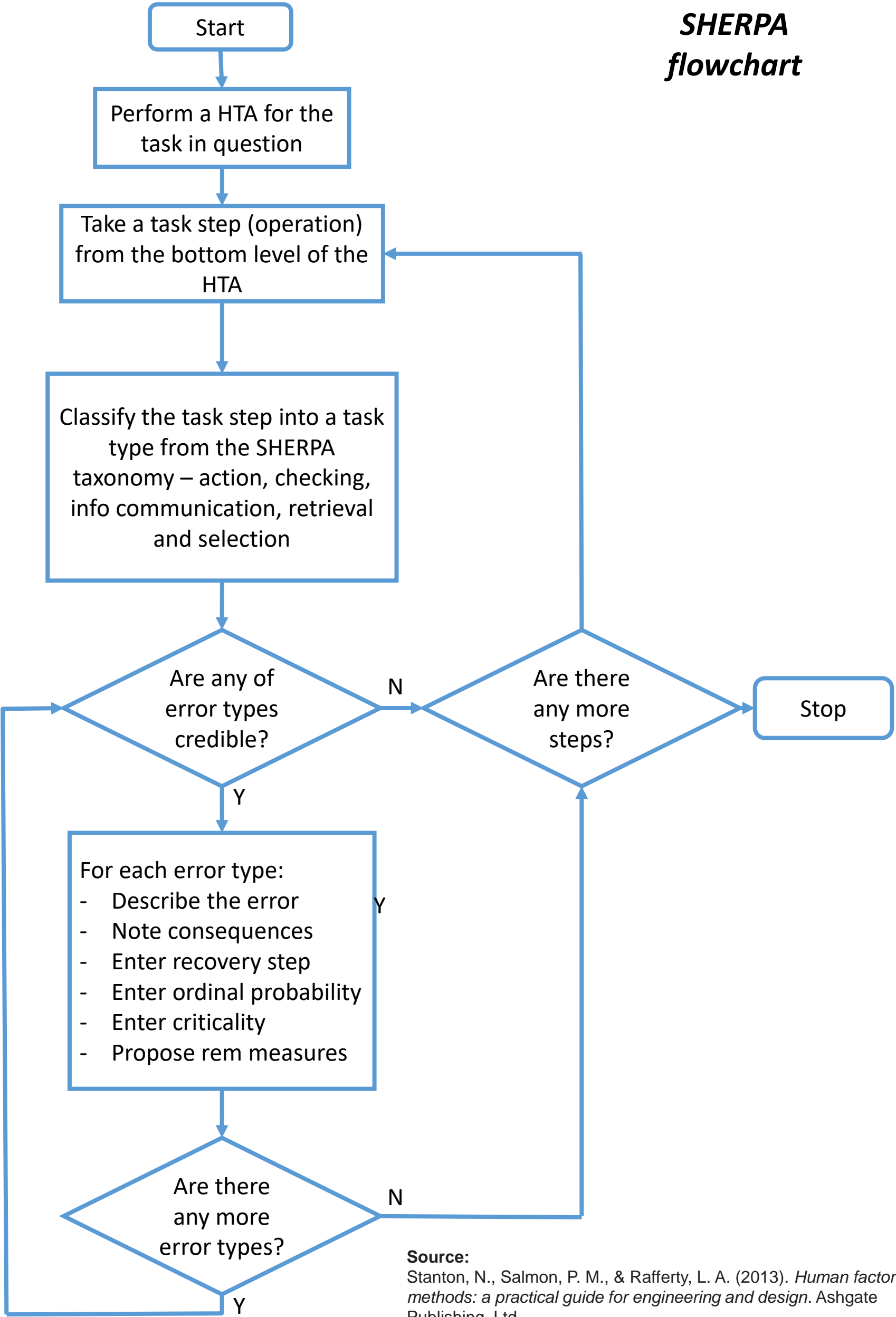**Source:**
Stanton, N., Salmon, P. M., & Rafferty, L. A. (2013). *Human factors methods: a practical guide for engineering and design*. Ashgate Publishing, Ltd..

Excercise 2 – Systematic Human Error Reduction and Prediction Approach

Apply the SHERPA method to the HTA of the previous exercise. Use the error mode taxonomy (back of the page) and the examples provided to help you doing the exercise.

Fill the table below.

Task Step	Error Mode	Error Description	Consequence	Recovery	P	C	Remedial Strategy

Error Mode Taxonomy

Action Errors
A1 – Operation too long/short
A2 – Operation mistimed
A3 – Operation in wrong direction
A4 – Operation too little/much
A5 – Misalign
A6 – Right operation on wrong object
A7 – Wrong operation on right object
A8 – Operation omitted
A9 – Operation incomplete
A10 – Wrong operation on wrong object

Checking Errors
C1 – Check omitted
C2 – Check incomplete
C3 – Right check on wrong object
C4 – Wrong check on right object
C5 – Check mistimed
C6 – Wrong check on wrong object

Retrieval Errors
R1 – Information not obtained
R2 – Wrong information obtained
R3 – Information retrieval incomplete

Communication Errors
I1 – Information not communicated
I2 – Wrong information communicated
I3 – Information communication

Selection Errors
S1 – Selection omitted
S2 – Wrong selection made