



September 23 - 26, 2019 | Washington, DC

# **Admitting Human Error in the Workplace**

## **The Human Element of Asset Management**

David Wilbur – VETERGY GROUP

September 24, 2019















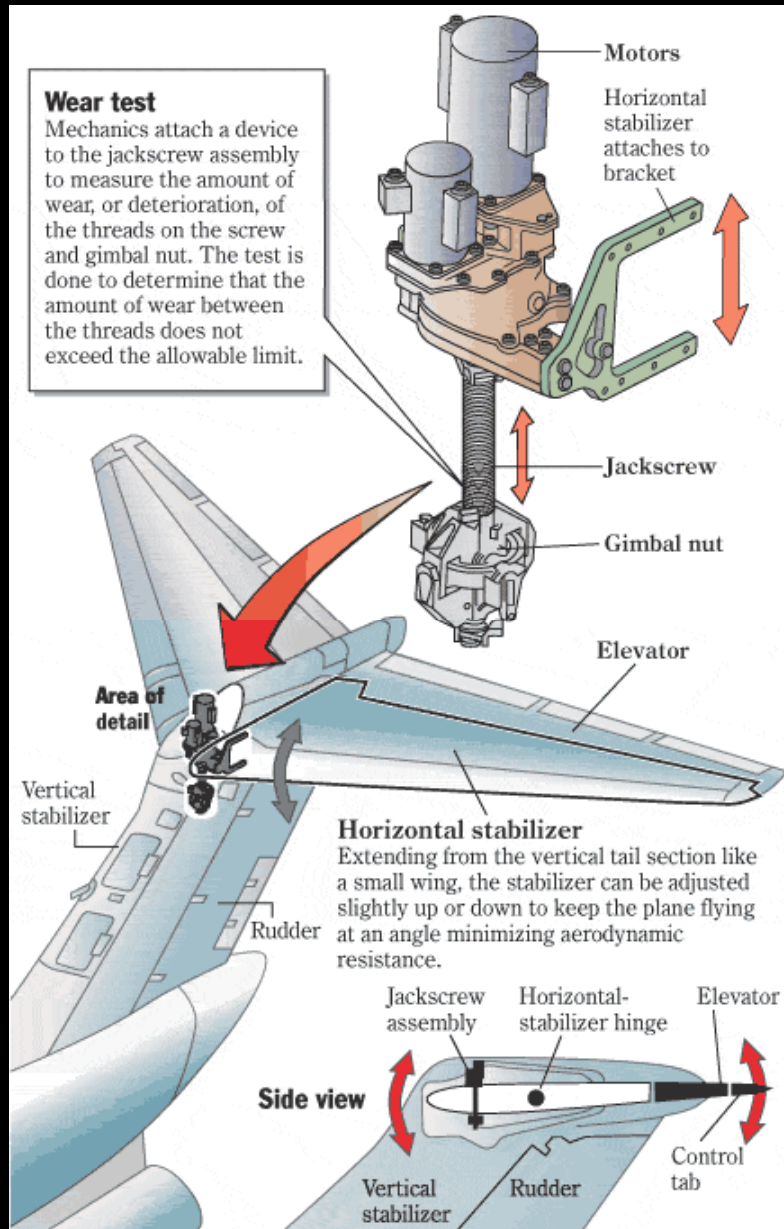
# Alaska Air 261







# How Could This Happen





# How Could This Happen







# Deepwater Horizon





# Challenger















# Texas City Refinery







Vetergy Group



David "Pony" Wilbur  
Birmingham, AL USA



A large naval ship, possibly an amphibious transport dock, is shown from a front-three-quarter perspective, moving through the ocean. The ship's hull is white, and its superstructure is complex with various masts, antennas, and radar equipment. The ship is leaving a white wake behind it. The background is a clear blue sky and dark blue ocean. Overlaid on the ship is the text "We Operationalize Resilience in Complex Organizations" in a bold, yellow, sans-serif font.

**We Operationalize Resilience  
in Complex Organizations**



ADMITTING HUMAN ERROR IN THE WORKPLACE

# The Human Element of Asset Management

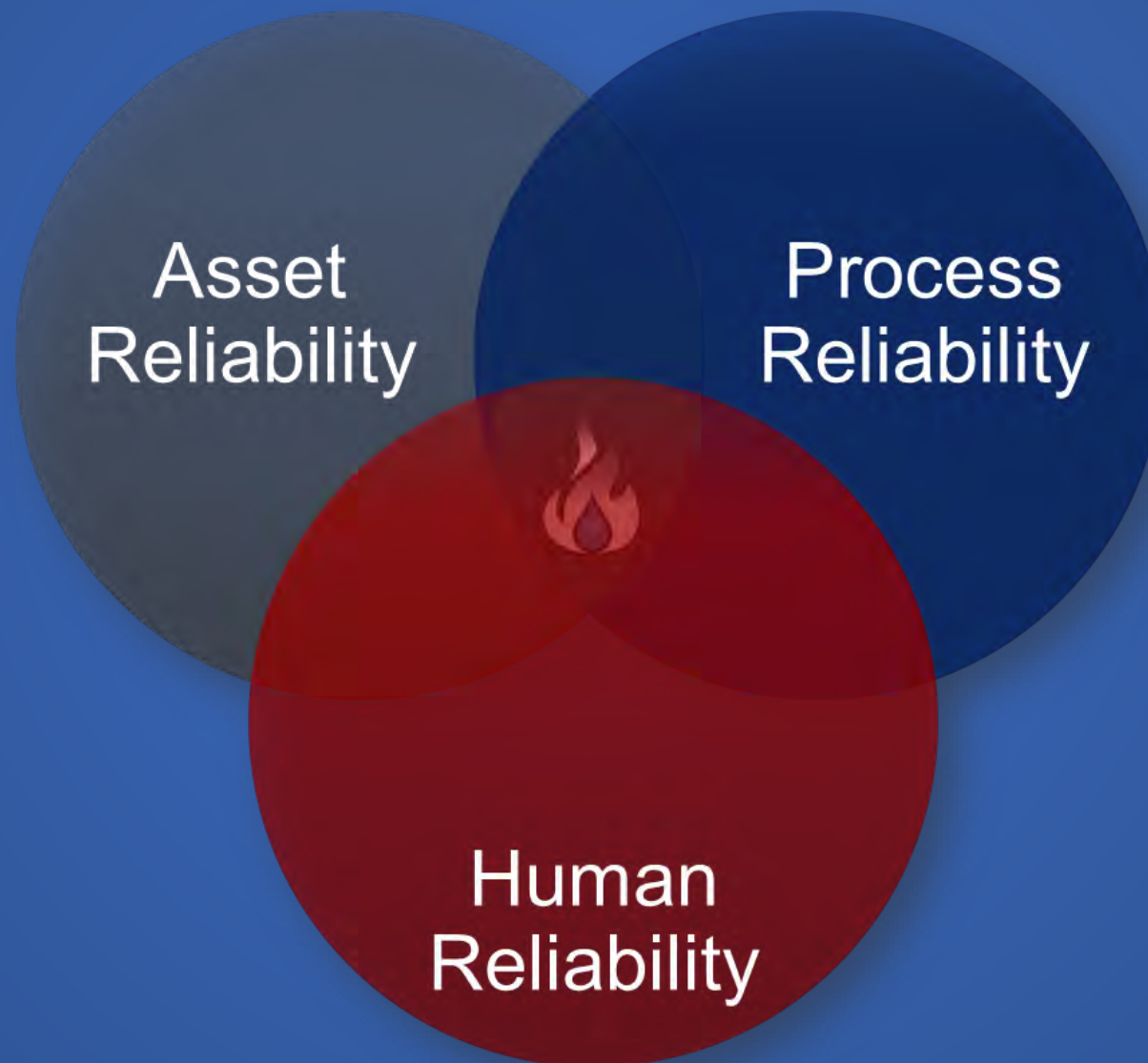




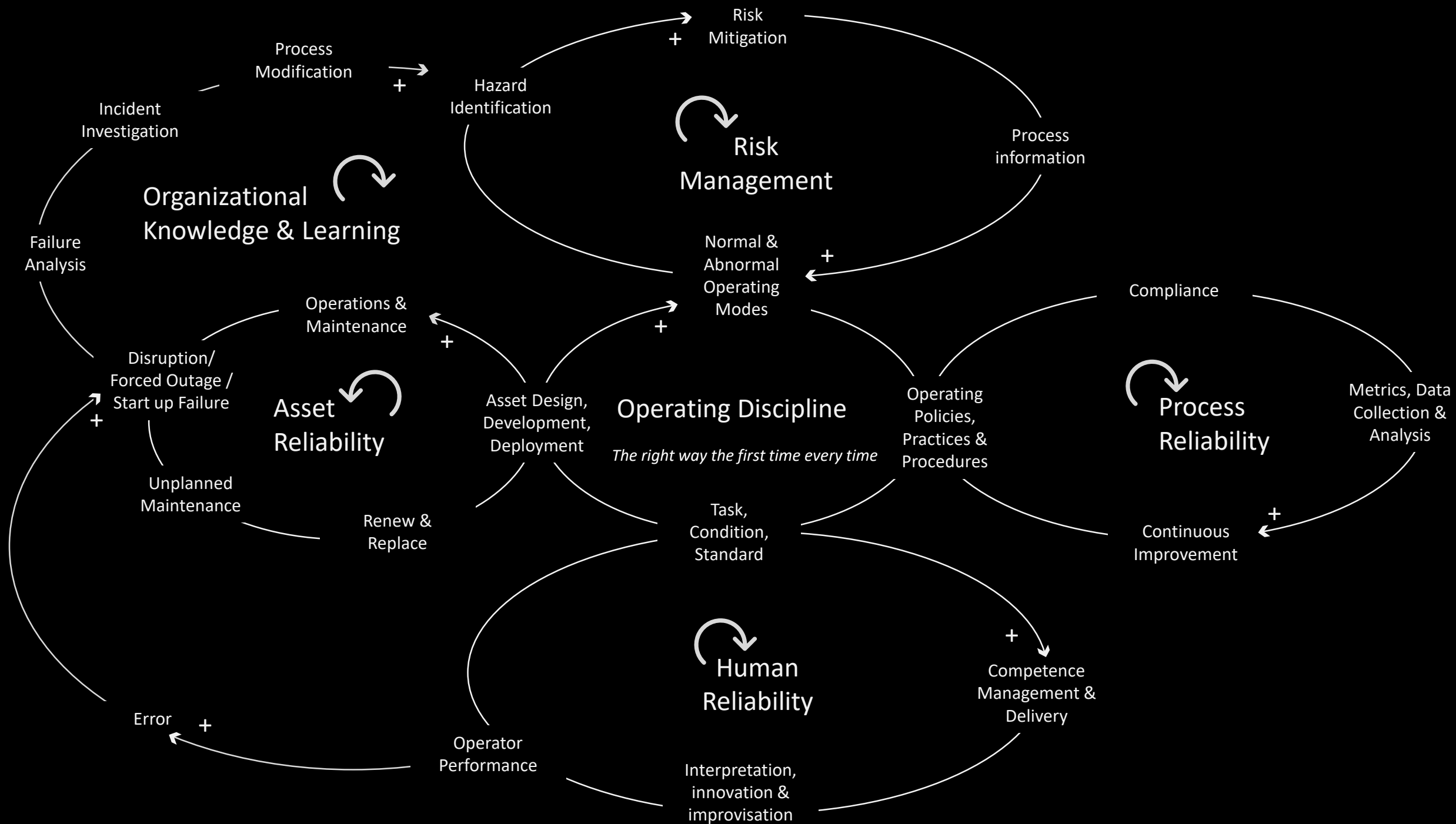




# Highly-Reliable, Complex, Human-Dominated Systems









# Demonstration







# Spin & Puke



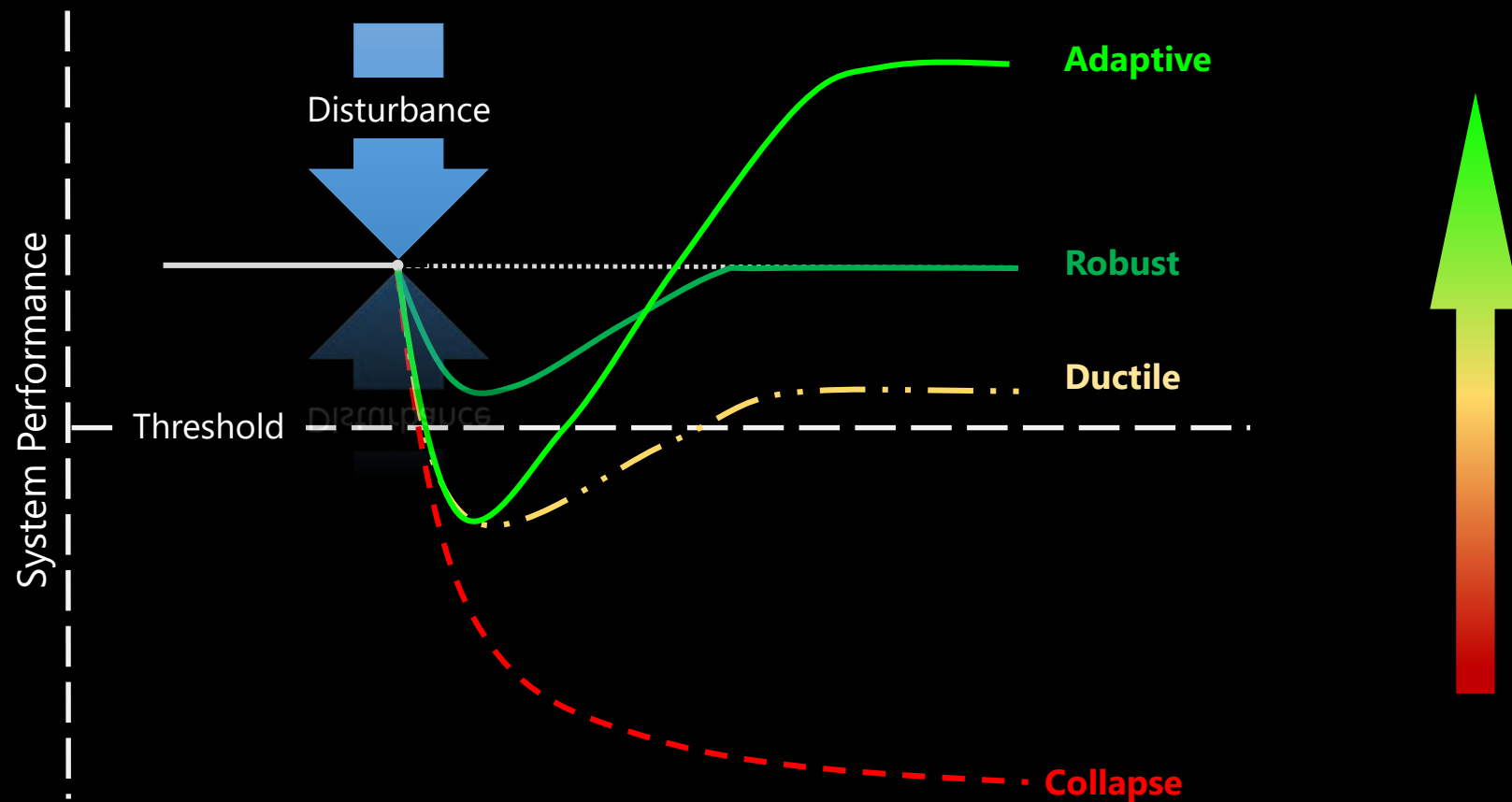




# Error is Ubiquitous



# Adaptive Operational Resilience



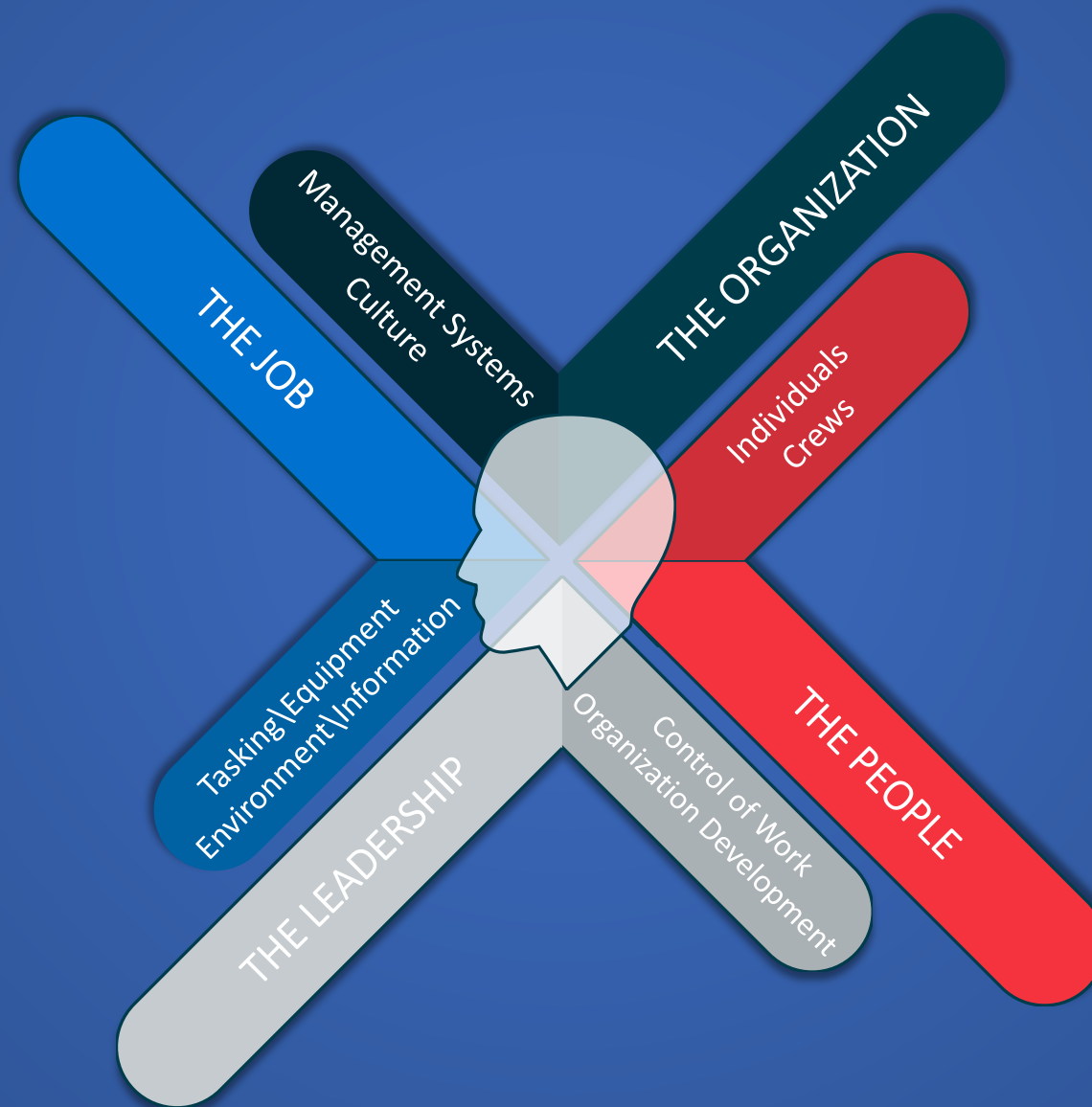




# Error is a Product



# The Operational Juncture®



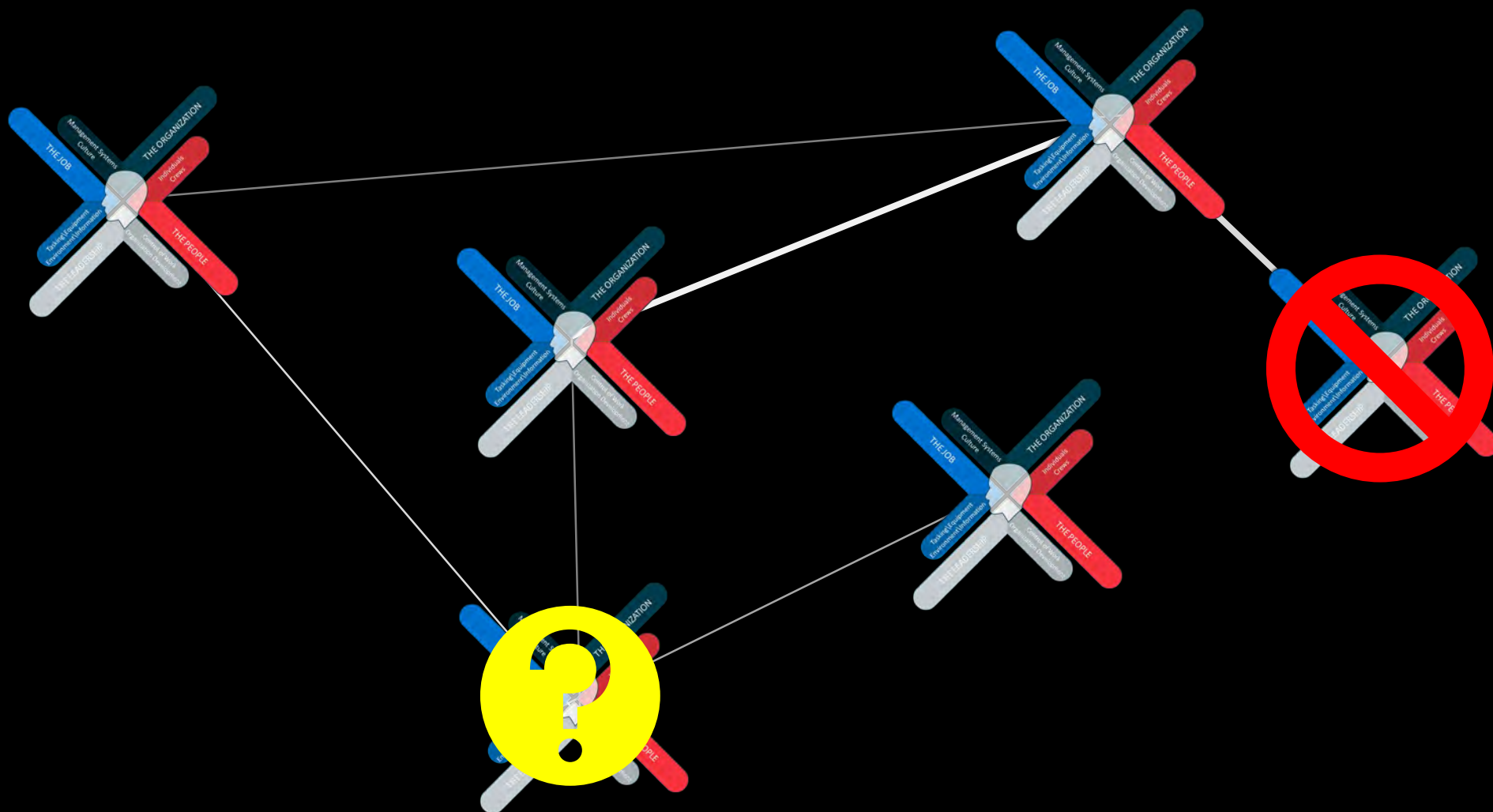




# Error is a Resource



# Operational Junctures Interact

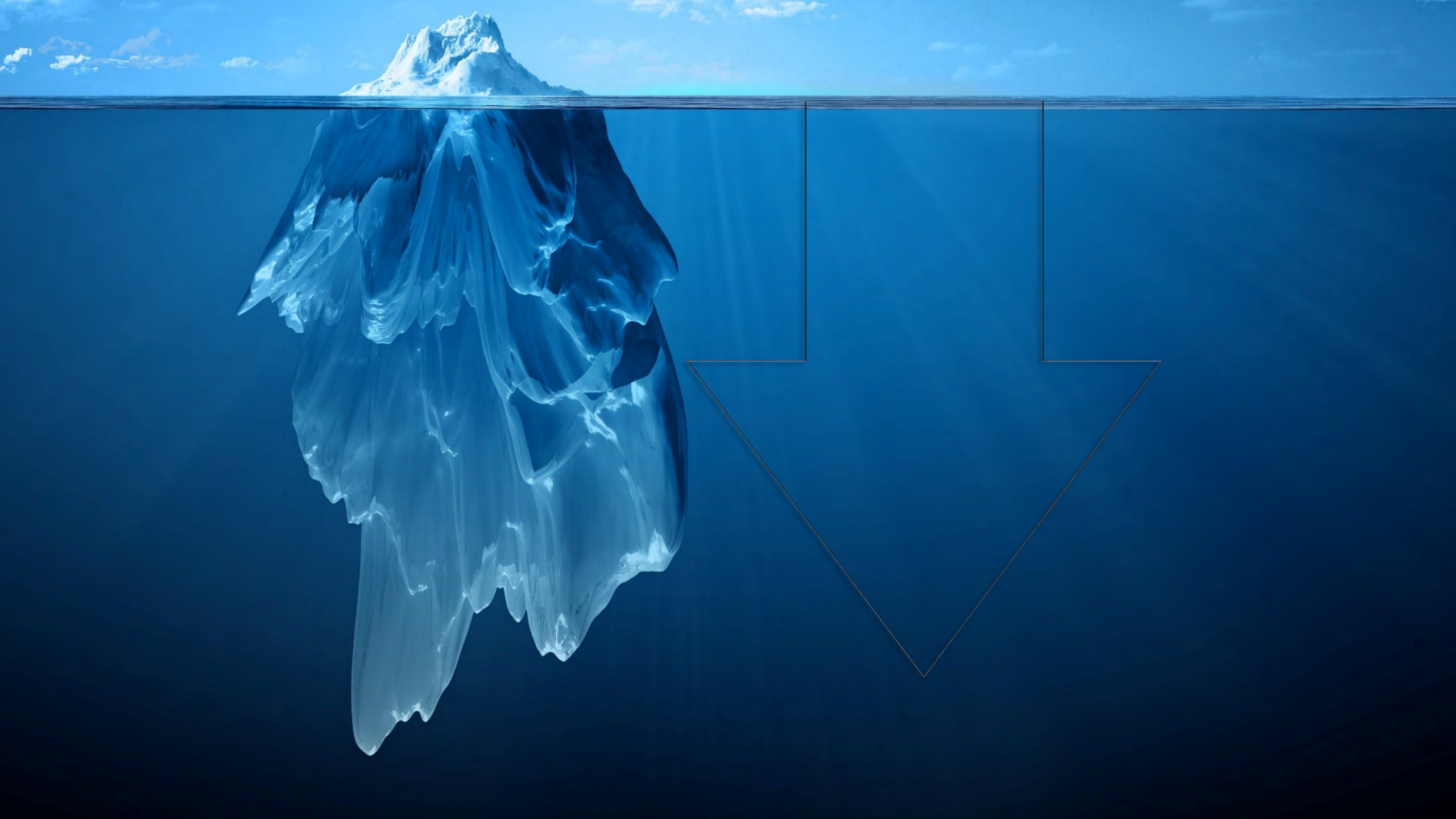


Organizational behavior emerges from these interactions and opportunities to learn





# Enlightened Leadership



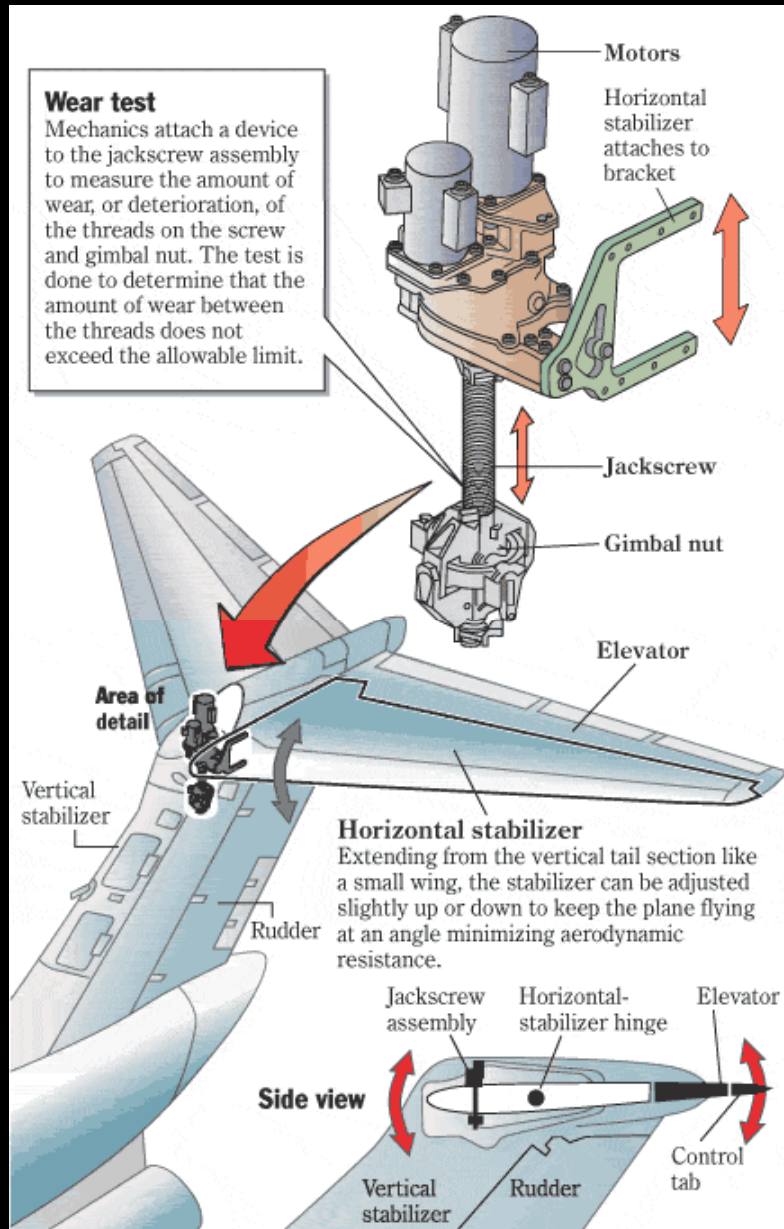




# Emergent Mindset



# How Could This Happen





# The Human Element of Asset Management



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