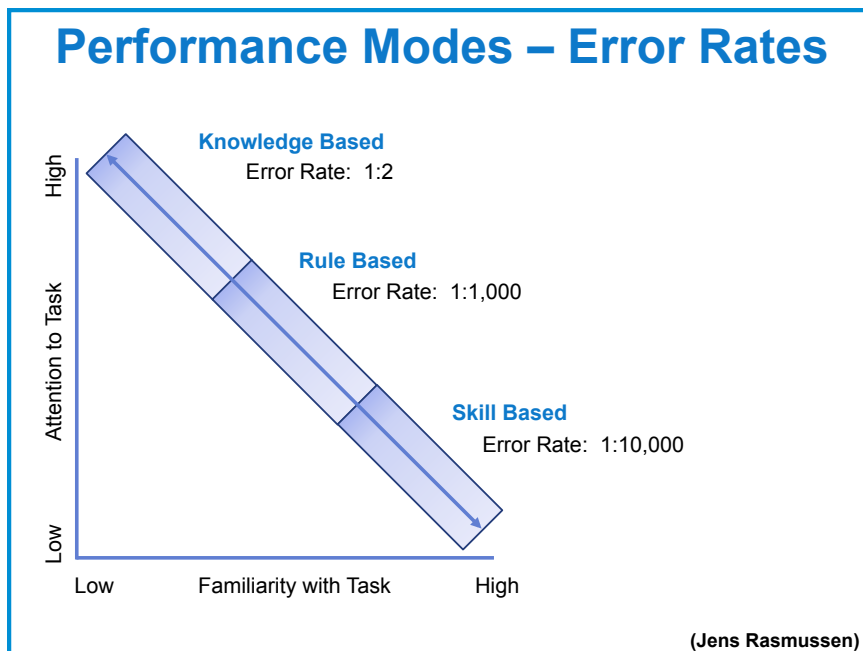


Performance Modes – Error Rates



Description	Defenses
Knowledge Based	
<ul style="list-style-type: none"> - Inadequate knowledge - No knowledge - No reference point 	<ul style="list-style-type: none"> - Training / demonstration - Coaching / mentoring / feedback - PtD - Prevention Through Design (fast feedback & corrections)
Rule Based	
<ul style="list-style-type: none"> - Misapplication of good rules - Application of bad rules - Failure to apply a good rule 	<ul style="list-style-type: none"> - Procedures & control panels - Checklists / Cross - checks - PtD (controls & warnings)
Skill Based	
<ul style="list-style-type: none"> - Omissions - Slips / trips / lapses - Complacency (how?) 	<ul style="list-style-type: none"> - Rumble strips / Drift Sensing - Automation / Auto Shutoffs - PtD – Prevention Through Design (redirection)