4th International
High Reliability
Organizing Conference

April 20-21, 2011
Washington, D.C.
Sponsors and Thank You

The Joint Commission
US Wildland Fire Lessons Learned Center
Dow Chemical
The San Bernardino Group
Special Panel Sponsors

B & W Pantex
US Chemical Safety Board
Apollo 13 Consultans, NL
Rules of Engagement

Clear language; limit cliches, jargon, slang
Personal experience; literature discussions only about how they explain what you do
“What can I do?” rather than what others should do
Questions after the panel
You are the novice, continually learning; you are the expert, continually sharing
HRO Perspectives

As a system (Roberts)
As social interaction (Weick)
As collective mindfulness (Weick & Sutcliffe)
As performance (Slagmolen)
As individual action (van Stralen)
As command philosophy (Mercer)