

## A Spectrum of Reasons for Failure

BLAMEWORTHY

### **DEVIANCE**

An individual chooses to violate a prescribed process or practice.

### **INATTENTION**

An individual inadvertently deviates from specifications.

### **LACK OF ABILITY**

An individual doesn't have the skills, conditions, or training to execute a job.

### **PROCESS INADEQUACY**

A competent individual adheres to a prescribed but faulty or incomplete process.

### **TASK CHALLENGE**

An individual faces a task too difficult to be executed reliably every time.

### **PROCESS COMPLEXITY**

A process composed of many elements breaks down when it encounters novel interactions.

### **UNCERTAINTY**

A lack of clarity about future events causes people to take seemingly reasonable actions that produce undesired results.

### **HYPOTHESIS TESTING**

An experiment conducted to prove that an idea or a design will succeed fails.

PRAISEWORTHY

### **EXPLORATORY TESTING**

An experiment conducted to expand knowledge and investigate a possibility leads to an undesired result.