

ASSESSMENT # 20

Total Marks: 30

Answer the following questions:

- Q: 1:** What is high reliability organization? Explain with examples. **8**
- Q: 2:** Define concept required for higher reliability including mindfulness and expectation **6**
- Q: 3:** Describe the principles: **8**
- i. Resistance to Simplification
 - ii. Sensitivity to Operations
 - iii. Commitment to resilience
- Q: 4:** Discuss audit activity at all stages to access the business reliability. **8**