

### ASSESSMENT # 5

Total Marks: 30

Answer the following questions:

1. Define the characteristics of a high reliability organization? 5
2. Define key concepts required for high reliability, including mindfulness and expectations? 5
3. Describe the five principles governing high reliability organizations: 15  
preoccupation with failure,  
resistance to simplification,  
sensitivity to operations,  
commitment to resilience,  
and deference to expertise
4. What are The Audit activities at all stages to assess the business' reliability? 5