

ASSESSMENT # 8

Total Marks: 30

Answer the following questions:

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