

Organization Skills

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