

# 3

## LACK OF KNOWLEDGE THE DIRTY DOZEN

1. LACK OF COMMUNICATION
2. COMPLACENCY
3. LACK OF KNOWLEDGE
4. DISTRACTION
5. LACK OF TEAMWORK
6. FATIGUE
7. LACK OF RESOURCES
8. PRESSURE
9. LACK OF ASSERTIVENESS
10. STRESS
11. LACK OF AWARENESS
12. NORMS

This refers to ALL AREAS of activity related to aviation



“This is the third one to bend! What’s going on?”

**80%**  
of mistakes in aviation involve  
**HUMAN FACTORS**  
and if not detected  
could lead to accidents

### LACK OF KNOWLEDGE COUNTERMEASURES

- ✓ Don’t guess, KNOW!
- ✓ Use current, up to date manuals.
- ✓ Ask when you don’t know.
- ✓ Participate in training, be a lifelong learner.
- ✓ Follow the correct procedures.
- ✓ Shortcuts can be deadly