Avoiding Human Error with Management Software Can Save Lives, Money and Reputation

Humans make errors. That is an indisputable fact that has to be acknowledged whenever you have a process that requires a human to input or receive and interpret data. Depending on your industry a failure to take this into consideration can cost lives, money and reputation.

Here are some examples where human error has been attributed:

From Bloomberg Businessweek:
Scarier Than Ebola: Human Error
….The hospital has blamed a flaw in its electronic health records for keeping information collected by a nurse, including Duncan's travel history, from being presented to the treating physician…

From TechRepublic
IBM says most security breaches are due to human error
A recently released report from computing giant IBM attributes some 95% of IT security breaches to human error and that over 75% of attacks are targeted at just five industries, proving when it comes to security, people are the real problem.

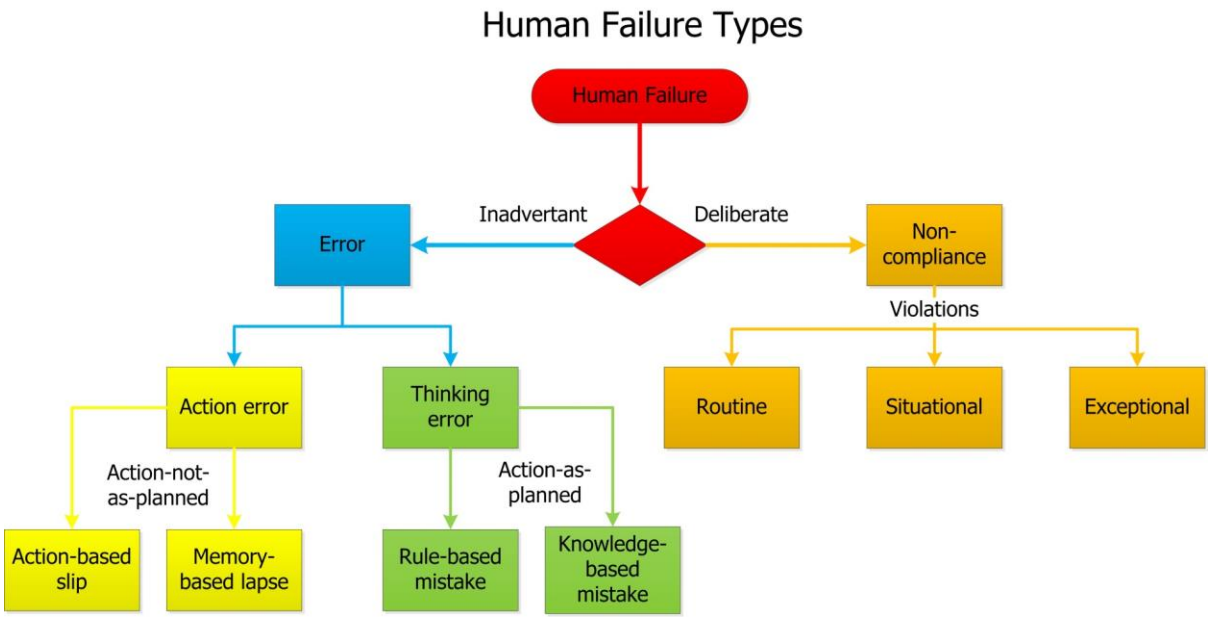
From PharmTech:
Human error costs industry billions
One of the greatest risks to the success of a business is human error caused by employees' misunderstanding of key aspects of their job roles, and this risk is commonly overlooked or underestimated.

From the Parliamentary Office of Science and Technology
Managing Human Error
It has been estimated that up to 90% of all workplace accidents have human error as a cause. Human error was a factor in almost all the highly publicised accidents in recent memory, including the Bhopal pesticide plant explosion, Hillsborough football stadium disaster, Paddington and Southall rail crashes, capsizing of the Herald of Free Enterprise, Chernobyl and Three-Mile Island incidents and the Challenger Shuttle disaster. In addition to these acute disasters some industries, notably health-care, experience long-term, continuous exposure to human error. The costs in terms of human life and money are high. Placing emphasis on reducing human error may help reduce these costs.

In this day and age, couldn't we take the "human" factor away and thus remove these errors? In certain circumstances, yes we can. Various manufacturers, logistics companies and various other industries have adopted computer controlled robotics to carry out a set of repetitive actions that need to be completed to a standard level every time. However, these solutions are very expensive, rigid and not easily expanded. The most flexible part of any business is still its human work force.

As we are still at the point, and will be for the foreseeable future, where there is not an adequate replacement for the human employee, shouldn't we focus on making the employees actions as accurate as possible while maintaining their invaluable flexibility?

To answer this question we must first understand human error and its different variations. The Health and Safety Executive of the British Government provides the following flow chart to provide a greater understanding of the different categories:



While the non-compliance errors are designated as "violations" you may see these all the time at your own business, under the alternate name workarounds. These may be sanctioned by the management and even be necessary to the continued operation; however, this is a major sign that your current solutions are not working.

During his Reith Lectures for 2014 Doctor Atul Gawande, MD, MPH, a practicing surgeon at Brigham and Women's Hospital and Professor at both the Harvard School of Public Health and Harvard Medical School, "*…examined how much of failure in medicine remains due to ignorance (lack of knowledge) and how much is due to ineptitude (failure to use existing knowledge)".*

This can be applied across business with respect to human error and recognising this distinction within an operation is invaluable. You need to understand if it is occurring due to ignorance that something could prevent it, or the ineptitude of those who do know which solutions would help to pass that knowledge on adequately.

We need to answer all of these errors to provide the accuracy your business should expect, and to ensure the knowledge of how and what we have done is passed on. That is what we at MoyaVox are providing for our customers. By utilising Voice Directed operations we are able to reduce errors and still maintain the flexibility that is such a boon, but how does it work?

Any function that requires a set of data to be input against a known value can be subject to human error. With a MoyaVox solution the blind check and management of the operator's actions removes the option of human error.

We do not provide all of the data to the operators; we feed them exactly what they need to complete the next step and no more. A series of check digits and error capturing prevents the standard human error of miss-keying, or writing a digit incorrectly.

As we only provide the next step of the operation when an operator has input the correct data for the previous step they cannot change the process.

The processes are engineered around the business requirements, removing the need for workarounds.

We do not rely on a workers own knowledge to carry out an operation, we manage them and provide the relevant information at the correct time when they have completed previous requirements.

This technology has been built and tested in the warehouse environment and has shown vast improvements when compared to screen based or paper based solutions and has been designed to interface directly with any other solution you may already run within your operation.

See how MoyaVox can reduce human error in your business by visiting us at
http://www.MoyaVox.com
And requesting a call back from one of our Operation experts.