

Title: High Reliability in Serious Accident Review  
Author: Brad Mayhew  
Author Affiliation: Fireline Factors Consulting

Principle: Reluctance to Simplify

Situation, Implementation, Results: I will share the story of how a small Southern California Fire Department conducted an investigation after an accident involving one of their vehicles. They did not have High Reliability principles in mind, but made decisions based on their mission and their notions of common sense. The resulting investigation process displayed many features associated with High Reliability, especially Reluctance to Simplify.

Conclusion: This story offers a practical example of how High Reliability principles can arise in naturalistic settings, and can provide a model for practitioners interested in applying the principles within their own organizations.