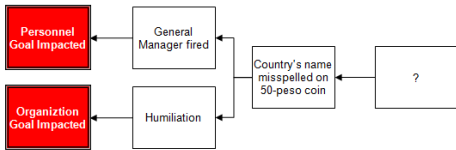


8 Misspelling your own name
- Causes humiliation & possible firing

What	Problem(s)	Chile misspelled on coin
When	Date	Printing in 2008; error found in 2009
Where	Country	Chile
	Facility, site	National Mint
	Task being performed	Printing 50-peso coin

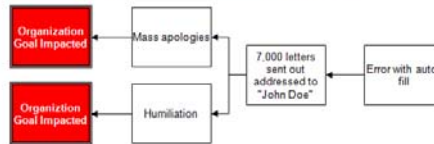
Impact to the Goals	
Personnel	General Manager fired
Organization	Humiliation



7 Counting on a computer to do your job for you
- Causes yet more humiliation & possible need to apologize

What	Problem(s)	Letters addressed to "John Doe"
When	Date	January 7, 2009
Where	Country	US
	Facility, site	Army
	Task being performed	Notification of family member death

Impact to the Goals	
Organization	Mass apologies
Organization	Humiliation

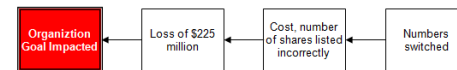


The Worst Typos You Can Make
(and what to do instead)

6 Entering the wrong number
- Can cost millions

What	Problem(s)	Incorrect listing on Stock Exchange
When	Date	February 5, 2011
Where	Country	Japan
	Facility, site	Tokyo Stock Exchange
	Task being performed	Listing company

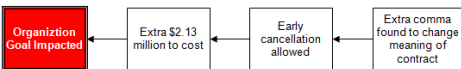
Impact to the Goals	
Organization	Loss of \$225 million



5 Incorrect Punctuation
- The lawyers won't be happy

What	Problem(s)	Early cancellation of contract
When	Date	Contract 2002, cancelled 2006
Where	Country	Canada
	Facility, site	Utility poles
	Task being performed	Adding cable lines

Impact to the Goals	
Organization	Extra \$2.13 million added to cost



What to do instead

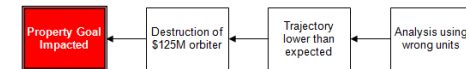
1. Check, double check
2. Then pay someone else to check for you
3. If it's a legal document, check it again
4. Look at it even if your computer did it
5. If it's a number, use units (always)
6. Use more than one unit if you have to
7. Do a related math check (like % off)
8. Read these examples, and check again

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4 Using the wrong units
- NASA won't be happy either

What	Problem(s)	Loss of Mars Climate Orbiter
When	Date	September 23, 1998
Where	Geographic Location	Mars
	Equipment	Mars Climate Orbiter
	Task being performed	Establishing orbit

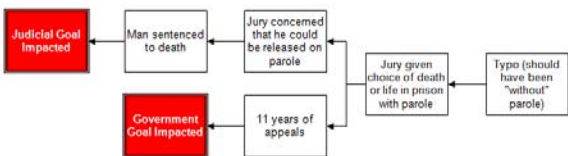
Impact to the Goals	
Property	Destruction of \$125M orbiter



3 Leaving out a (very important) word
- Only 11 years of appeals kept Bruce Wayne Morris from execution

What	Problem(s)	Man sentenced to death
When	Date	September 23, 1998
Where	Geographic Location	California
	Equipment	Judicial system
	Task being performed	Conviction for murder

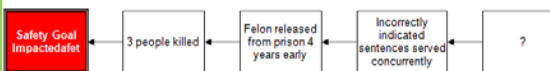
Impact to the Goals	
Judicial	Man sentenced to death
Government	11 years of appeals



2 Checking the wrong box
- One wrong move, three people are killed

What	Problem(s)	Felon mistakenly released from jail
When	Date	January 28, 2013
Where	Country	US
	Facility, site	Jail
	Task being performed	Serving two sentences

Impact to the Goals	
Safety	3 people killed (including felon)



1 Writing illegibly
- If they don't know what you wrote, they can't find you

What	Problem(s)	Six men lost at sea after ship sinks
When	Date	March 24, 2009
Where	Country	US
	Facility, site	Lady Mary
	Task being performed	Fishing

Impact to the Goals	
Safety	6 people killed

