

Figure 3: Screen print from PHRASE 2 showing an example of the successive questions used to identify error type (items 2, 3, 1 and 1 were picked from the successive lists).

The Performance Shaping Factors/Performance Influencing Factors (PSFs/PIFs) that affect the

triggering of the identified error type are then identified. This is illustrated in Figure 4 below.

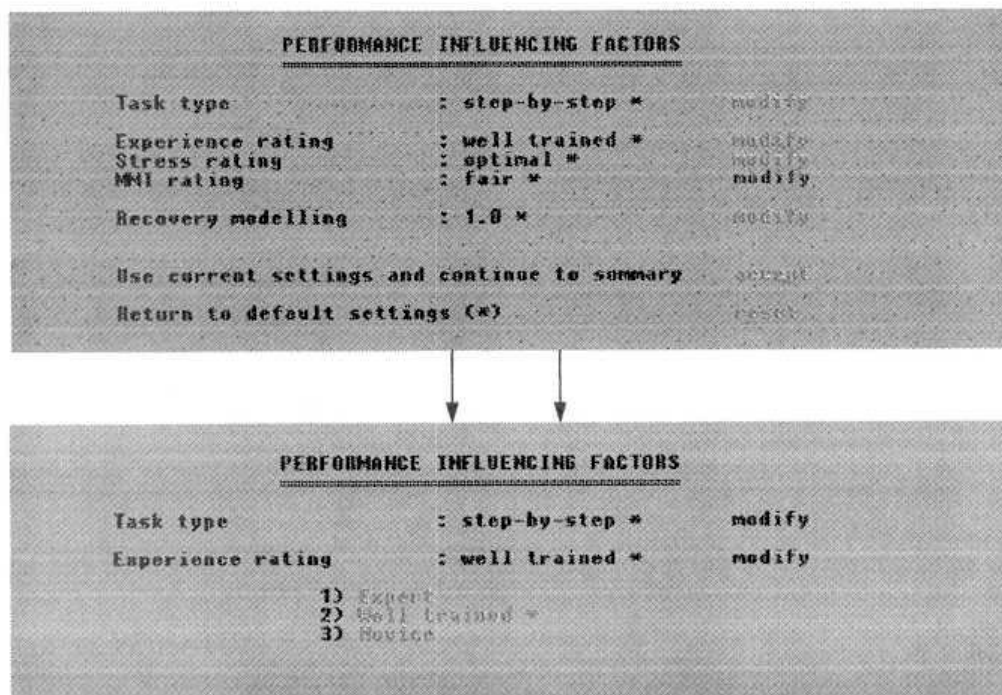


Figure 4: Screen print from PHRASE 2 showing the setting of PSFs/PIFs levels