

Stuff Happens...Then What?

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Stuff.....

..... it happens.

Objectives

1. Discuss if accidents are preventable
2. Describe purpose of an investigation
3. Name the three causes of all accidents
4. Describe the Five Why's method
5. Share how to respond to unsafe acts
6. Describe how a systems approach prevents errors

All Accidents Preventable?

1. Committed to ZERO
2. In a Perfect World....
3. Humans Aren't Perfect
4. Accept Accidents?

Simple Example



Why Do YOU Investigate?

1. Requirements/Regulations
2. Defense/Legal Argument
3. Exonerate Individuals
4. Place Blame or Responsibility

Always Punitive?



Finding Root Cause

1. No Blame
2. No Defense
3. Find Reason --- Root Cause

*Use root causes or causal factors,
to re-design process to nearly fool proof.*

What Are Some Root Causes

1. Unsafe Act – human error, poor judgement, disregard of rules, short cuts
2. Unsafe Conditions – slippery floor, broken equipment, ice
3. Acts of God

How to Find Root Causes

1. Ask Good Questions
2. Ask Five Questions

Five Whys Example

1. Visi *Reason* n the sidewalk. Why?
2. There was ice. Why?
3. Ice melt had not been applied. **STOP**
4. Employee did not know how. Why?
5. He had not been properly trained. Why?
6. Supervisor thought everyone knew how to apply ice melt.

My Example

1. Late for work. *Reason* Why?
2. I didn't hear my alarm. Why?
3. Covered my head with pillow. Why?
4. Exhausted and needed sleep. Why?
5. Up late last night. Why?
6. Couldn't sleep – have insomnia.

STOP

Case Study

1. Clients missed the play. Why?
2. Arrived very late. Why?
3. Driver had to stop for gas. Why?
4. Previous driver did not fill tank as per policy. Why?
5. He did not want to clock out late. Why?
6. Third write up - He would be fired.

After the Five Why's

1. Inadequate Training
2. Poor Orientation Process
3. Little or No Employee Accountability
4. Poor Preventative Maintenance
5. No Enforcement or Disciplinary Action

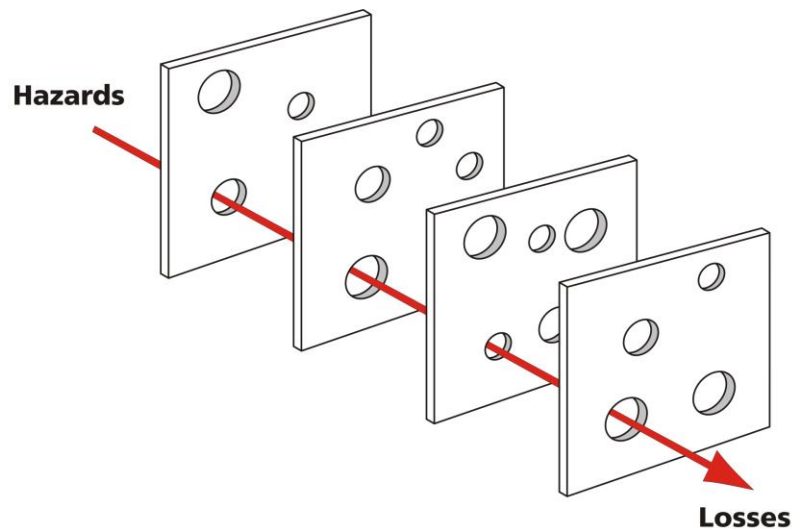
Human Error

1. Average 60 – 80% of Accidents Involve Human Error
2. Perfection Myth
3. Punishment Myth
4. Errors Happen Even if We Are Skilled and Motivated
5. So.... How Can We Prevent Accidents When Human Error Isn't Preventable?

Studying Human Error

1. Error
2. Poor Judgement
3. Disregard for Standards

Errors & Systems Approach



1. Swiss Cheese Model
2. Sharp End vs Blunt End
3. Examples with some of your "slices"

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