

# NEKDA

## Safety

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Why do people get hurt?

Human Error

Vs

Equipment Failure



## Human Error vs. Equipment Failure

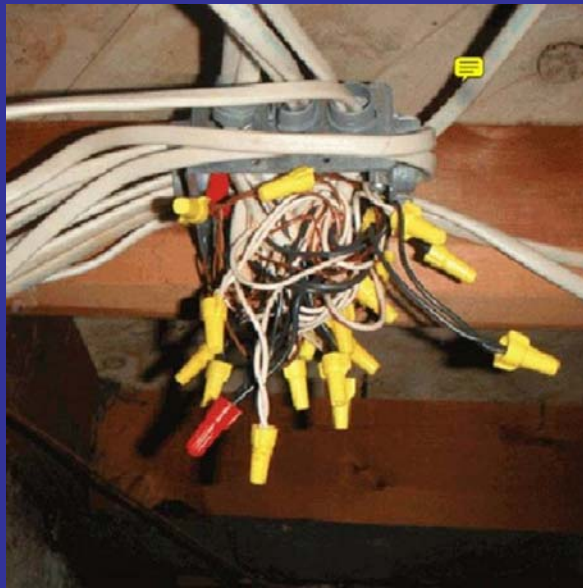
Apparently, instead of making the proper contacts to have a line relocated or de-energized the contractor decided to take a short cut and 'get-r-done.'



## Human Error vs. Equipment Failure



## Human Error vs. Equipment Failure



## Human Error vs. Equipment Failure



## Human Error vs. Equipment Failure Fall into Headsaw



## Human Error vs. Equipment Failure



## Human Error vs. Equipment Failure



## Why Don't Employees Do What They Are Supposed To Do?

### Before Work Begins

#### Why Don't Employees Do What They Are Supposed To Do? BEFORE WORK BEGINS

They do not know what they are supposed to do.

They don't know how to do it.

They don't know why they should do it.

They think their way is better.

They think your way will not work.

They think something else is more important.

They anticipate future negative consequences.

Personal limits

Personal problems.

Obstacles beyond their control.

"No One Could Do It"

## Staff Motivation



Why Don't Employees Do What They Are  
Supposed To Do?

**After Work Begins**

Why Don't Employees Do What They Are Supposed To Do?

## AFTER WORK BEGINS

- They think they are doing it
- No positive consequences to them for doing it
- They think something else is more important
- There are obstacles beyond their control
- They are punished for doing what they are supposed to do
- No negative consequences to them for performing badly
- Personal problems

## No Positive Feedback

The Boss:

I pay them to do a job !

Why should I thank them for it ?



**To get what you  
paid for !**

**Most Managers/Supervisors Believe. .**

- They should not have to work to get people to do what they are paid to do
- If so, then a lot of managers/supervisors could be eliminated !!!

## After Hire

- Managers role is to manipulate as necessary all those elements in the environment that will produce the expected performance.

After Hire – The Supervisor's Role

**To help people  
succeed in their jobs**

## Standard Operating Procedures (SOPs)

- I Like to think of them as GUIDELINES
  - Questions to ask about your procedures
    - Is there anything missing from this step?
    - What if this step (or any part of it) is not performed?
    - What if this step is performed incorrectly?
    - How could someone be hurt by performing this step?



## Guide Words

- Procedures:
  - Less
  - Reverse
  - Skip
  - More
  - Out of Sequence
  - Part of. . .

## Human Factor Analysis

- Determining how an employee can fail and develop policies and procedures to reduce and/or eliminate these failures.

You hire people to  
do work with their  
hands and their  
minds are free...  
use them !

Canadian Safety Video



# Finally

- Use your employees to their full potential
- Use your employees brains
- Determine if procedures are correct
- Determine if procedures are used/correctly
- Determine how to talk to your employees
- Change the culture
- Provide training

# THANK YOU

