

TCG

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Banner Slides

Striving for Zero Injuries

Topf Organization
3000 Valley Forge Circle Suite G-15
King of Prussia, Pa. 19406
Tel#(610)783-1776
Web: www.topforg.com

Improvements are due to:

- guarding equipment
- safe operating procedures
- personal protective equipment
- general trainings

**Culture Change is different
from an observation process.**

**We need to identify the
human and cultural factors.**

**We need to provide relevant
trainings.**

**Some Fortune 500
companies go 5-10 million
hours without a lost time
injury.**

A New Yorker article

**“Wrong Turn” – How the Fight
to Make America’s Highways
Safe Went Off Course.**

Malcolm Gladwell
gladwell.com

April 1994

Clear and Dry Morning

1980 Cherokee

Father – 44 yr. old editor

Son – 10 yr. old

**Seat belts reduce the risk of
dying by 43%.**

The father died.

The son lived.

How come?

**Airbags and seat belts
reduce the risk of dying
by 47%.**

**Airbags reduce the risk of
dying by 13%.**

**Legislation Formed The
National Highway Safety
Transportation
Administration**

Improvements made include:

- collapsible steering columns
- padded instrument panels
- strengthened door and roof supports
- head restraints
- energy absorbing front ends
- front and side air bags

From the 1970's to the 1990's, the U.S. slipped from having the lowest fatality rate in the world to eleventh place.

Only 12% of drivers wore seat belts in 1968

The reliance on technology will take you just so far.

Drivers were seen as:

- unreliable
- hard to educate
- prone to error

Look deeply into your accidents and injuries and discover that most are caused by human factors.

Barriers to Safety & Ops Excellence!

Two primary causes of injuries.

- Non-Deliberate Behavior
- Deliberate Behavior



Non-Deliberate Behavior

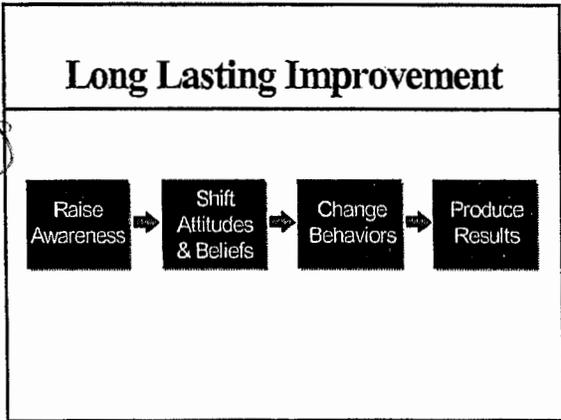
- Daydreaming
- Distractions
- Inattention
- Stress

“The greatest discovery of my generation is that a human being can alter his life by altering his/her attitude”

- William James

Deliberate Behavior

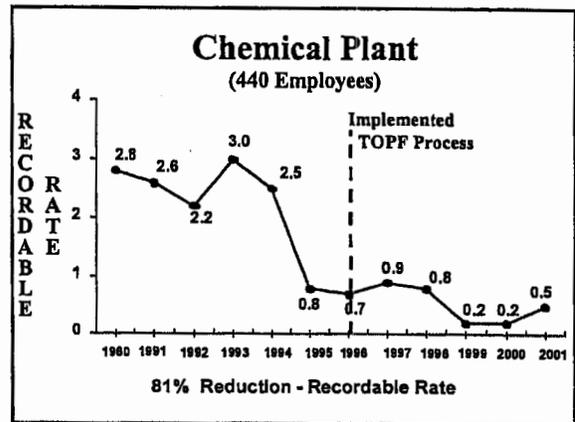
- Calculated Risk Taking
- Short Cuts
- Non Conformance
 - Time
 - Comfort
 - Convenience
 - “Looking Good”
 - Money



Madon

Involve All Levels of the Organization

- Self
- Peer
- Leader
- Organization



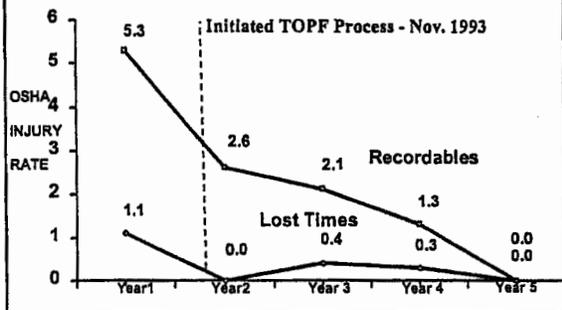
The Process

- Assess the Culture
- Train all Employees-Management/Line
- Train all Leadership
- Implement EI Problem/Solving Processes
- Implement Observation & Reinforcement Process
- On-going Support of Systems & Structures for continual improvement

Resist
 Safety glasses
 hearing
 PPE
 ladders
 driving

Why
 Comfort / "looking good"
 Time / Availability /
 Always done it - won't
 happen to me / Convenience

Fortune 500 Company (Downsized From 566 Employees to 374)



Priority

Family - Do whatever it takes to provide
 Health/Wellness
 - eyes
 - hands
 - ear
 - back
 - feet

Each of you is
 someone's family/
 loved one.

Disks / shot-cuts

What risks would you accept?

Imagine your son or daughter on this crew 1/5