

SAFESTART

HUMAN FACTORS



Pete Batrowny

Owner

Pb Global EHS, Inc.

HOP: A Corporate Perspective – A Tale of Two Incidents

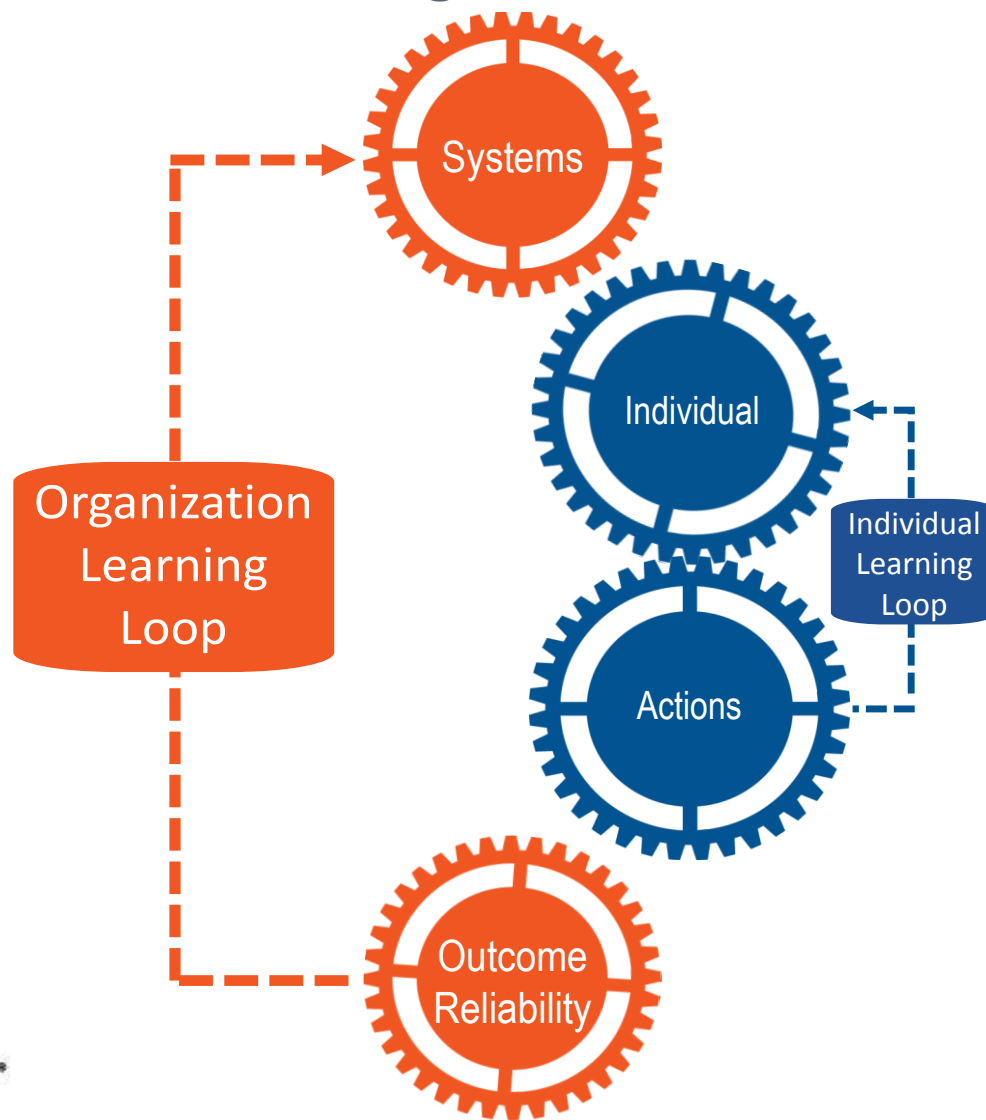
Introduction & Overview

- Organizational Learning
- Normal Accident Theory
- Characteristics of High Reliability Organizations
- Practical Applications
 - Two Incidents
 - Policy and Procedure Development

“We cannot solve our problems
with the same thinking we used
when we created them.”

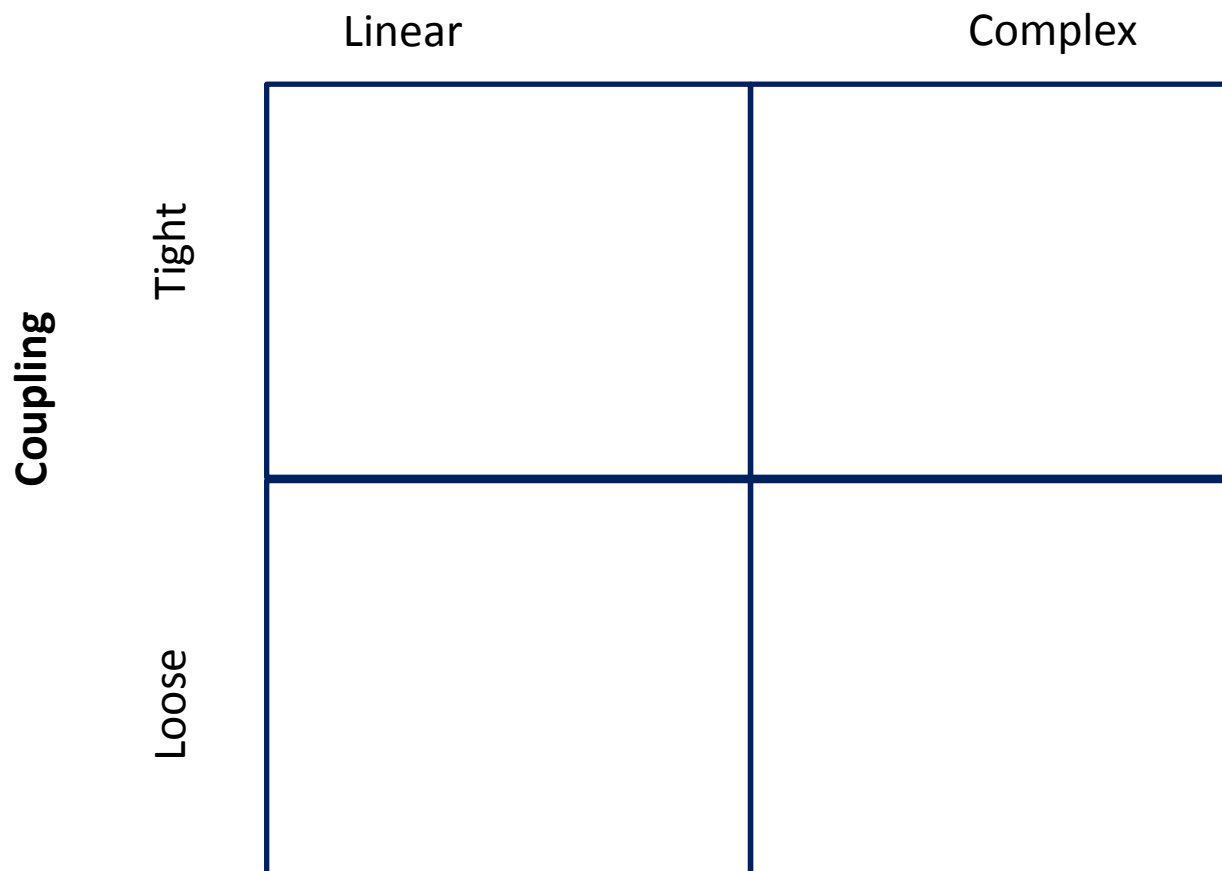
[Albert Einstein](#)

How Organizations Learn



Normal Accident Theory

Interactions



Perrow's Classification Matrix

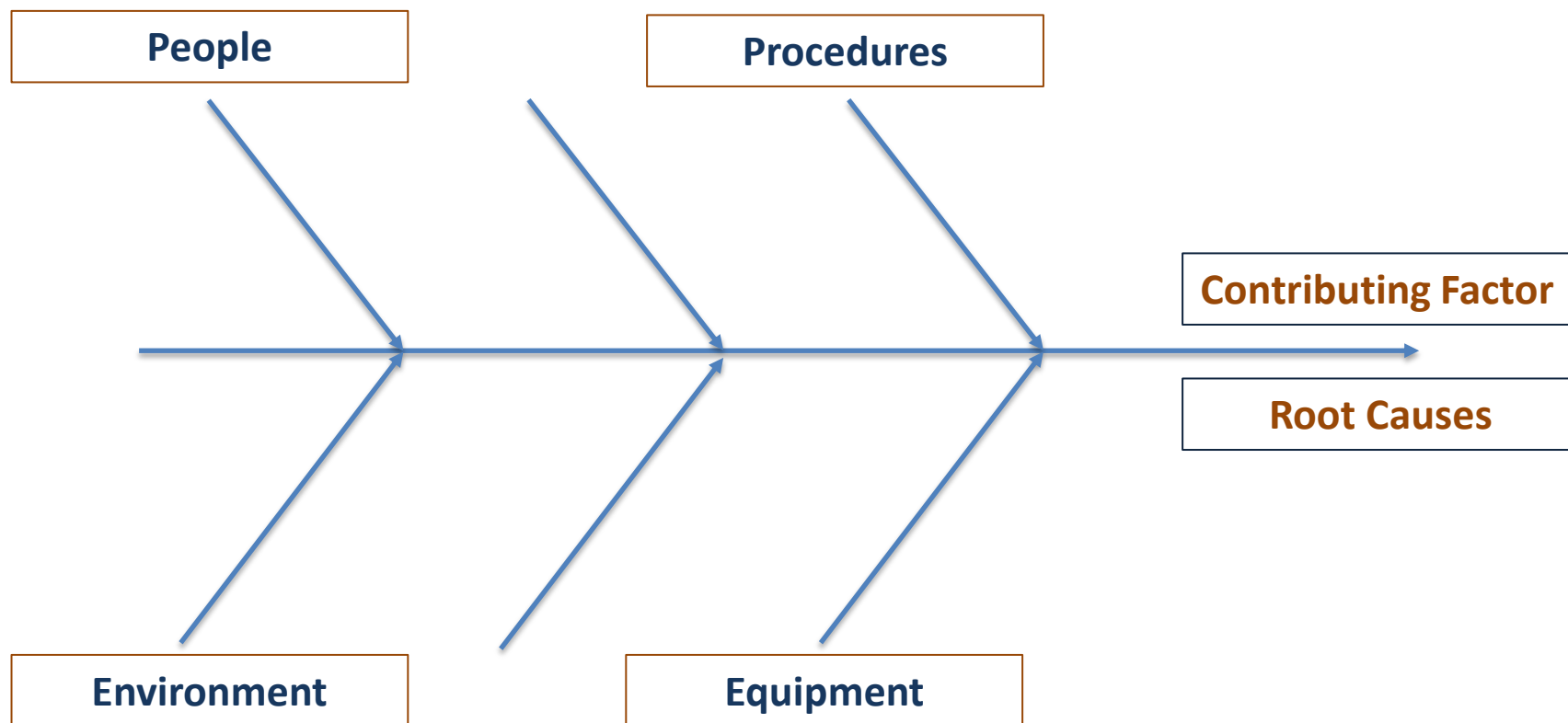
High Reliability Organizations



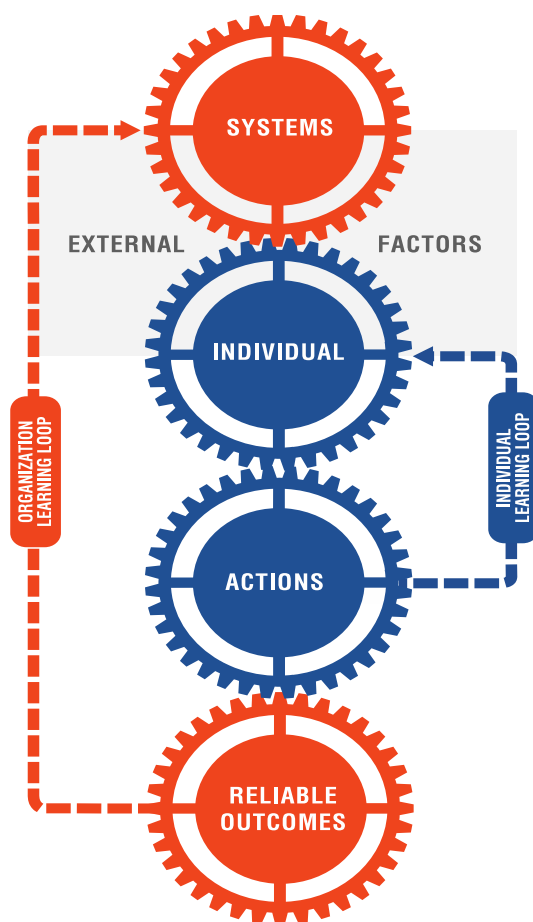
Characteristics

- Preoccupations with Failure
- Reluctance to accept simple explanations
- Sensitivity to Operations
- Commitment to Resilience
- Deference to Expertise

Incident 1



Incident 2



- Preoccupations with Failure
- Reluctance to accept simple explanations
- Sensitivity to Operations
- Commitment to Resilience
- Deference to Expertise

Viewing Programs with a New Lens



Programs that could benefit

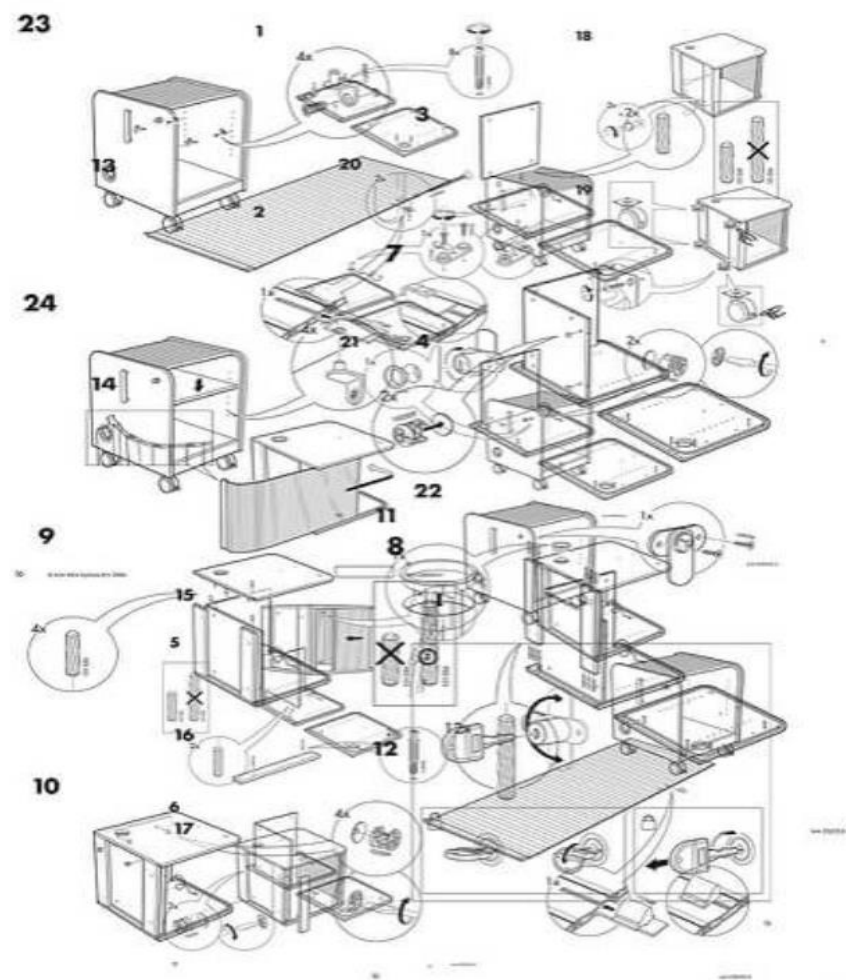
1. Audits
2. Hazard/Risk Management
3. Policies and Procedures Development
4. Recognition
5. Participation
6. Incident Management

Policies and Procedures

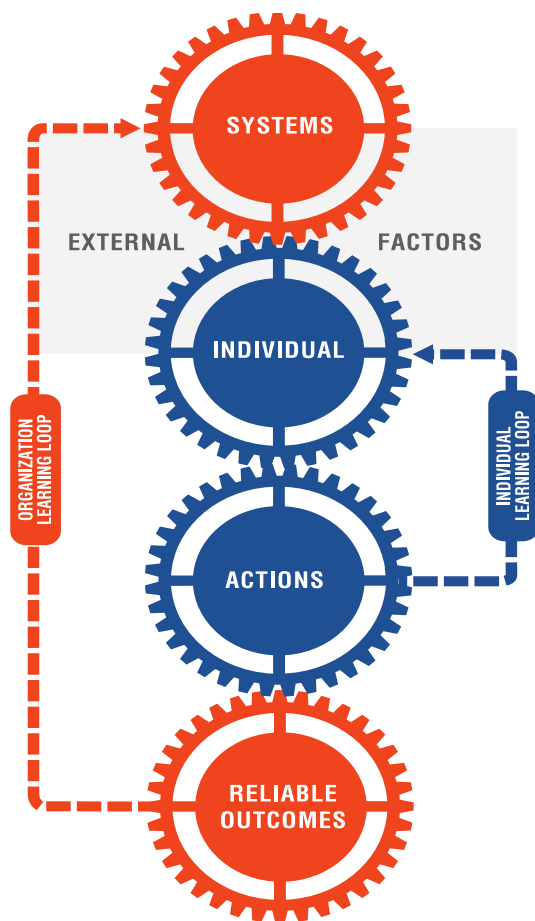


Potential Pitfalls

1. Ambiguous Language
2. User decisions/judgement
3. They don't exist or are not used
4. Outdated



Developing Policies and Procedures



- Preoccupations with Failure
- Reluctance to accept simple explanations
- Sensitivity to Operations
- Commitment to Resilience
- Deference to Expertise

THANKS FOR
Your Participation!