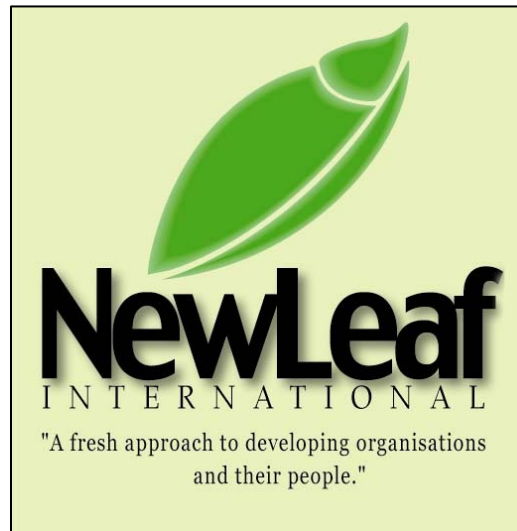


# CPI Conference 2009

## Business Improvement Framework (Safety Case Study)



Presented by  
Martin Gummery and Sarah Stephenson  
Tuesday 3<sup>rd</sup> November 2009  
NewLeaf International Ltd

# CPI Conference Nov 2009



## Purpose

To show you a framework for ensuring the successful introduction of initiatives and sustaining the results

# CPI Conference Nov 2009



## Objectives

By the end of our session you will have:

- Been shown a business improvement framework
- Understood the basic concepts of the OGSM component of the framework
- Been presented a behavioural safety case study as an initiative within such a framework

# Who are we?

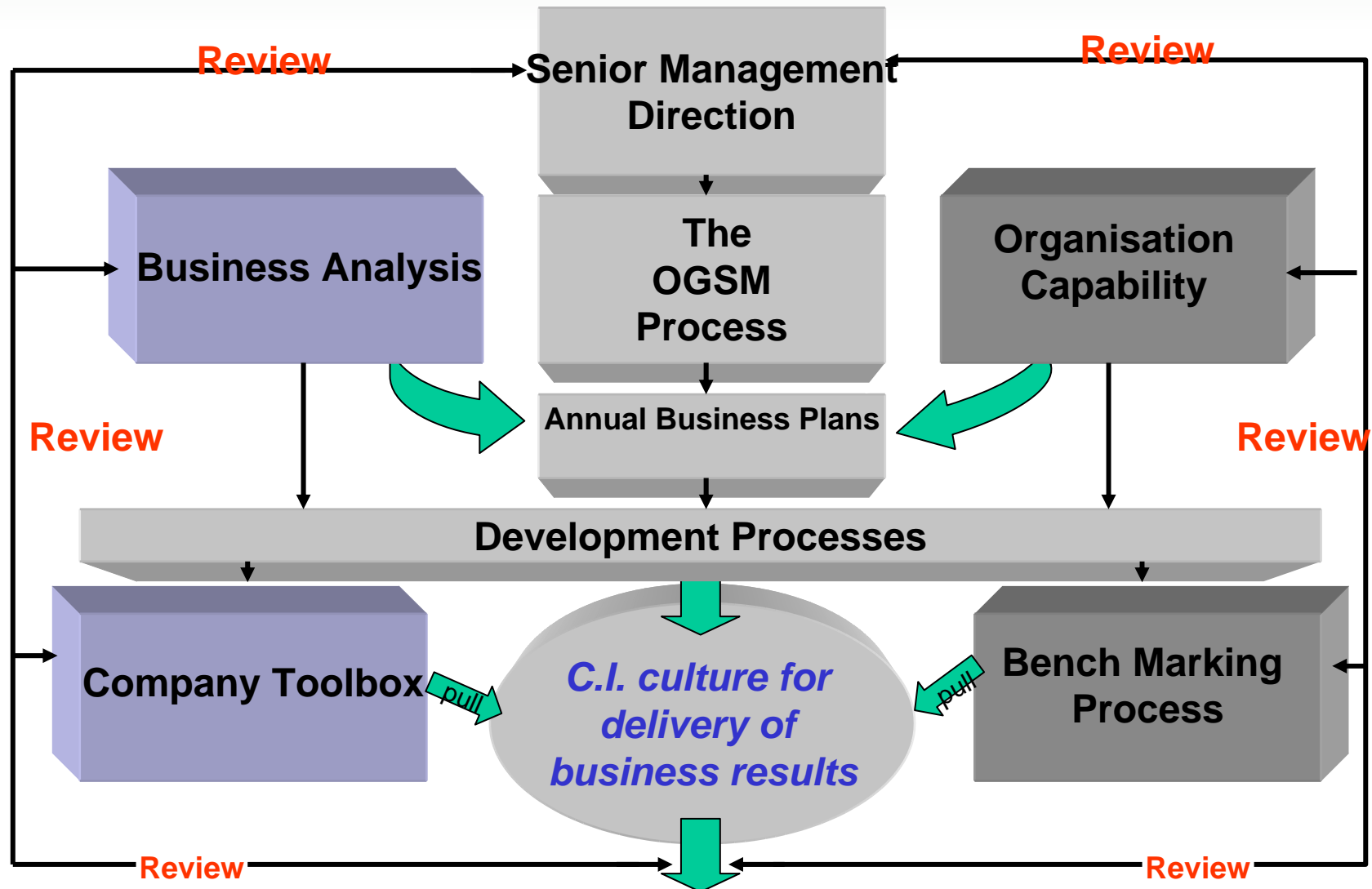


- Management Consultancy business specialising in practical implementation of theory to achieve business results
- Small to Middle sized operation growing year on year
- Core of previous Procter and Gamble managers = Truly “World Class” mentality
- Clients are household names
- Not a training company, but conduct training as part of an improvement programme
- Facilitation style of consultancy

# Our Clients



# A Robust Business Improvement Framework





# Corporate Vision/Direction

Tier One

O	G	S	M
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Team & individuals can see their work linking back to company's objectives

Tier Two

O	G	S	M
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

O	G	S	M
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Bench Marking

Review (Quarterly)

Tier Three

O	G	S	M
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

O	G	S	M
.....	.....	.....	.....
.....	.....	.....	.....
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O	G	S	M
.....	.....	.....	.....
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Bench Marking

Bench Marking

Review (Monthly)

Review (Weekly)

Team Char

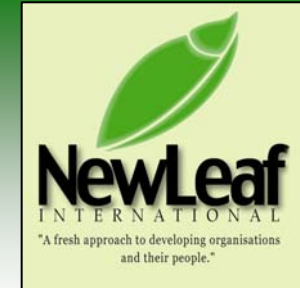
Individual Action Plan

Objectives are "givens", but creativity is needed for strategies & measures



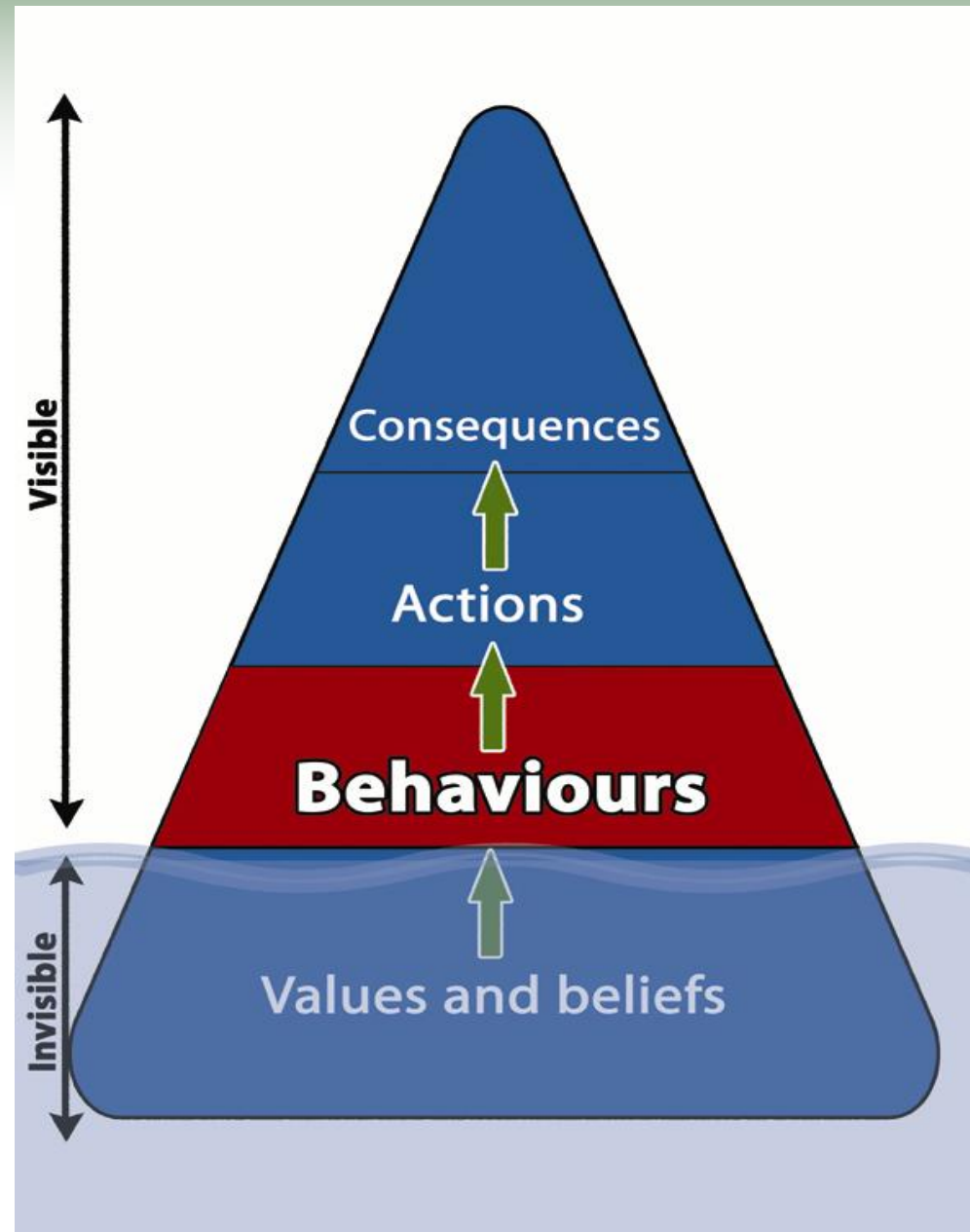
# Case Study – A Behavioural Safety Programme

# Tier 1 Example OGSM for Safety Objective



Objectives	Goals	Strategies	Measures
Reduce Accidents	0 LTAs	<p><b>Implement a Behavioural Safety Programme</b></p> <p>Re-enforce H&amp;SE recommendations from 2009 report</p> <p>Introduce a companywide "<i>Lock Off and Tag Off</i>" process</p>	<p><b>100% of sites successfully implemented</b></p> <p>100% of recommendations addressed by end 2011</p> <p>All conversion machines comply to new process by end 2010</p>

# Our Unique Approach



# Understanding Different 'Values & Beliefs'



# Components of an Effective Programme



- Workshops
- Coaching Sessions
- Reward & Recognition
- Steering Teams & Review Processes
- Systemic Approach to Observations
  - Cards
  - Tours
- KPI's to Measure Progress

# Measuring a Behavioural Safety Programme



Increased Involvement in Safety

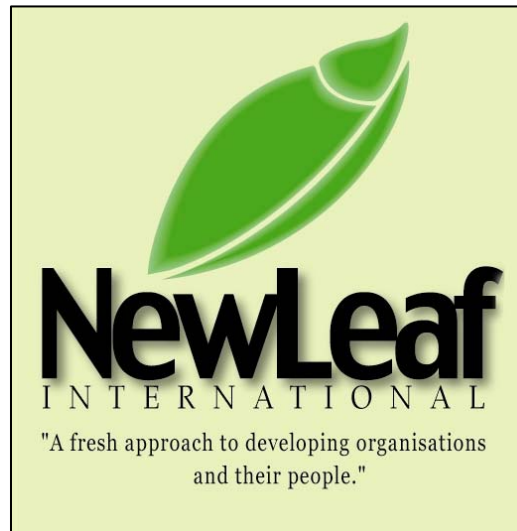
People at all levels having more conversations about safety – Participation in Observation Card System

Employee Opinion Surveys

Increased reporting of Minor Incidents and Near Misses

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