

CAUSE ANALYSIS/CORRECTIVE ACTIONS

A learning organization strives to learn from undesirable outcomes; leveraging experience and incorporating management systems aiming to prevent event/failure recurrence by using knowledge from previous undesirable events.

Value is added by incorporating knowledge management systems and psychological safety into such analyses and inculcating the social sciences with the physical sciences, when applicable.



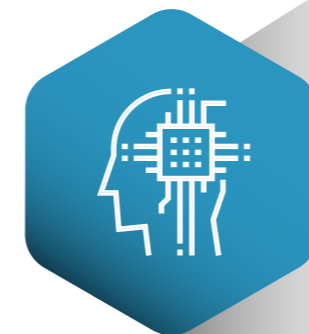
HUMAN & ORGANIZATIONAL PERFORMANCE /SAFETY II/ SERIOUS INJURY & FATALITY

HOP uses operational learning and behavioral sciences to create more resilient systems. HOP emerged with and is informed by the work of Human Performance Improvement, Safety-II, Safety Differently, and SIF. HOP yields improved human and operational reliability, operational learning (Learning Teams) and improves the human/system interface by learning from front-line workers, the true experts, who best understand the systems, workarounds, and provide the most effective solutions and build mutual trust.



DATA ANALYTICS/ DATA-DRIVEN DECISION-MAKING

The value in this area is in insights about the purpose of predictive vs descriptive analytics, and their impact on our decision-making capabilities. Furthermore we need to recognize and overcome bias that can get in the way of nurturing an effective data culture. This includes learning the value of ensuring that domain and experts 'speak the same language' as well as demonstrating success in the field via valid predictive analytic case studies.



HIGH-RELIABILITY ORGANIZING/RESILIENCE ENGINEERING

Building predictable and repeatable systems to support consistent operations and enable risk identification and correction of potentially catastrophic errors before they happen: "pro-action".



CULTURE CHANGE AND SUSTAINABILITY

Moving to a proactive mindset that constantly re-imagines flows of work, organizational systems, employee & customer experiences, and embraces the need for uncertainty (resilience in the face of adversity) to achieve the unknown new 'state' (which is inherently understood as beneficial). This requires both positive leadership and psychological safety.

