

# ESTABLISHING A SAFETY CULTURE THROUGH HUMAN PERFORMANCE IMPROVEMENT

## Our Panel:

- **Grover Hettel:** VP, Operations, CGS/Energy Northwest
- **John McDonald:** Sr. Manager, ESH&Q, WRPS (DOE-RL)
- **Tony Umek:** VP, Fluor Federal Services
- **Mike Williams:** Chief Fossil Officer, Luminant Power
  - **Facilitator - Jim Schildknecht,** Lucas E&MS

# ESTABLISHING A SAFETY CULTURE THROUGH HUMAN PERFORMANCE IMPROVEMENT

## What is a **Safety Culture**?

Safety culture can be defined in terms of **what an organization has** (e.g., norms, policies, procedures, etc.); or, in terms of **what an organization is** (e.g., common attributes, behaviors, beliefs, values, etc.)....

**A set of behaviors, beliefs, norms, values, roles, social and technical practices** that are *concerned with minimizing physical risk* to assets, employees, customers, contractors, the public, and the environment....

# ESTABLISHING A SAFETY CULTURE THROUGH HUMAN PERFORMANCE IMPROVEMENT

## What is **Operational Excellence**?

*“...the state of readiness that is attained as the efforts throughout the organization reach a state of alignment for achieving its strategies, and where the corporate culture is committed to the continuous and deliberate improvement of company performance and the circumstances of those who work there.*”

The Operational Excellence Manifesto  
Operational Excellence Group - LinkedIn

# ESTABLISHING A SAFETY CULTURE THROUGH HUMAN PERFORMANCE IMPROVEMENT (HPI)

## Typical INPO-based HPI Initiative Approach:

Promote Learning & Informed Culture;  
Cause Analysis,  
Lessons Learned  
and CAMS

Develop Leaders;  
Promote *Effective*  
Leadership Attributes

