

BEN GEPPERT
VP EnergX LLC

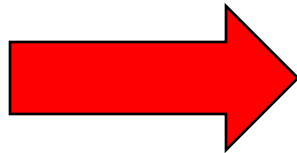
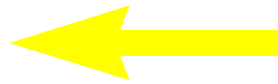
HUMAN PERFORMANCE IMPROVEMENT

Arc Flash



Two Kinds of Error

Active Error



Organizational Weakness

Purpose of HPI



To minimize the frequency and severity of events

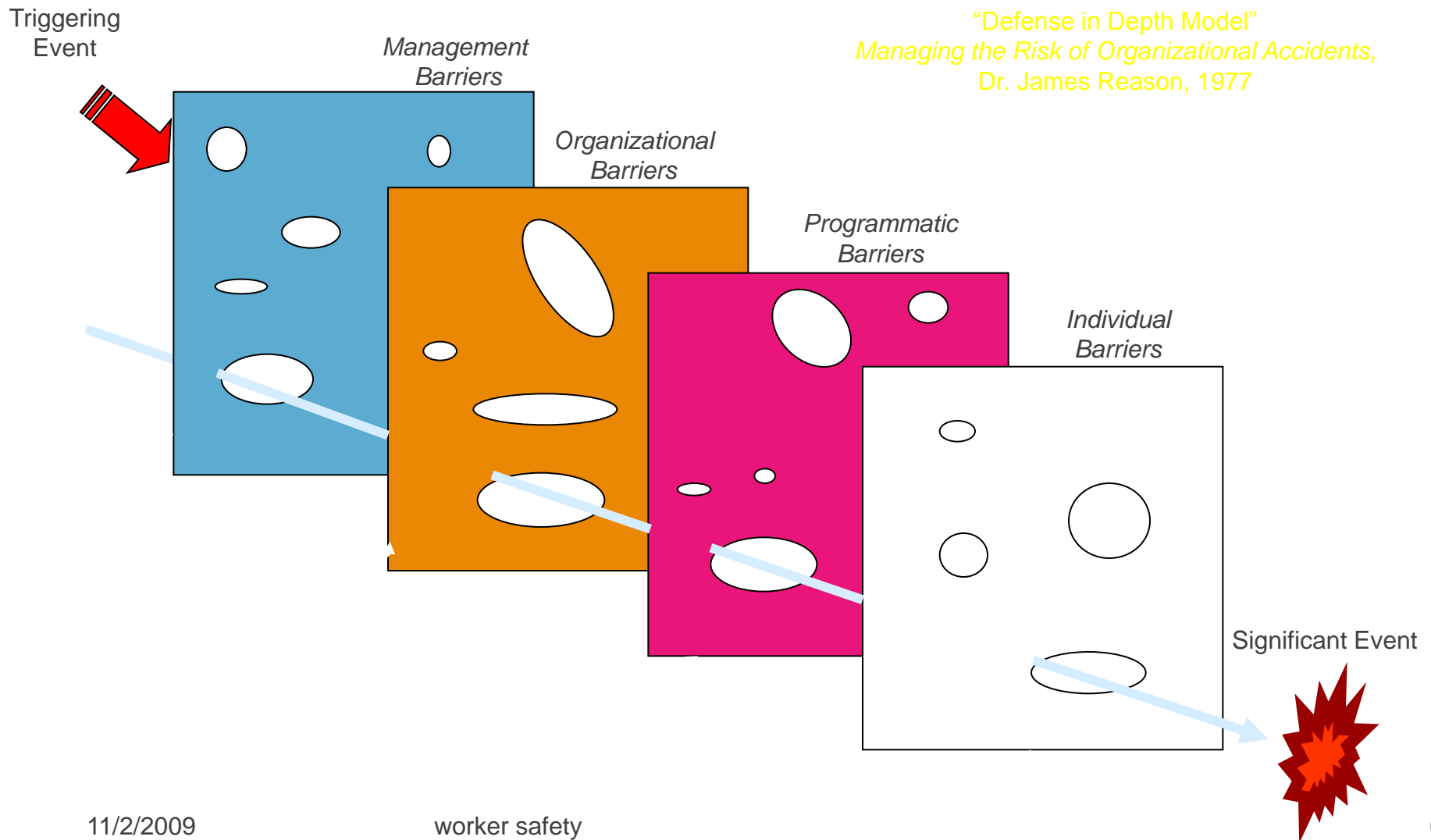
Principles

of Human Performance Management

- ❖ Humans are fallible
- ❖ Error is predictable. . . .
- ❖ Organization influences behavior.
- ❖ Behaviors are reinforced.
- ❖ Events are avoidable.

Defense-in-Depth Controls

“Defense in Depth Model”
Managing the Risk of Organizational Accidents,
Dr. James Reason, 1977



Error Likely Situations



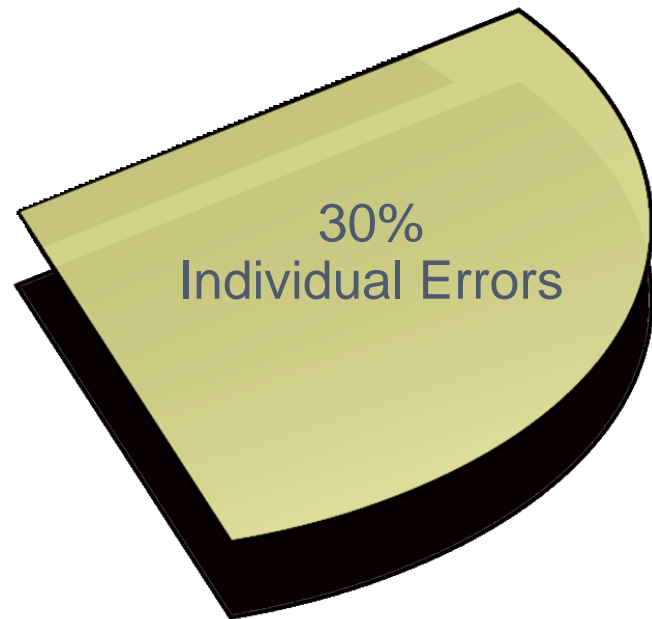
- “We all were a little confused at first. Some more than others.”
- When asked what specific action was required by each light, 51% of the respondents surveyed incorrectly answered

Why a Human Performance Approach?



How to Address Individual Errors

- Understanding of Human Performance Principles
- Error Prevention Tools
- Lessons Learned
- Individual, Leadership, and Organizational Error-reduction Tools



How to Address Latent Organizational Weaknesses



- Facilitate Open Communication to combat mitigated speech
- Eliminate Error-likely Situations
- Search for and Eliminate Organizational Weaknesses
- Reinforce Desired Jobsite Behaviors

Why We Make Mistakes

- More likely due to error likely situations not error prone individuals (*Dekker and Reason*)
- We haven't made *that same mistake* yet, and if we have, *it didn't cost us much*—we can live with the result
- Silent Approval/Delayed Consequences
- More often due to an absence of thought, not the presence of thought

Bottom Line

One worker is electrocuted daily

Five are admitted with injuries
related to shock

Challenge each other!

We can make a difference!!!