



#EUmanagestress

Benchmarking & exchange of good practices in OSH Healthy Workplaces Campaign Partner event

Workshop 1: Learning from Incidents and Accidents

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Ideal Standard International

Brussels, 5 – 6 March 2015





JADO

- ✓ Privately Owned company since November 1, 2007
- ✓ 100% focus on bathroom solutions
- ✓ Operations and sales offices in more than 20 countries
- ✓ 8,000 employees + JV
- ✓ Governed by Board of Directors

*Armitage
Shanks*



PORCHER

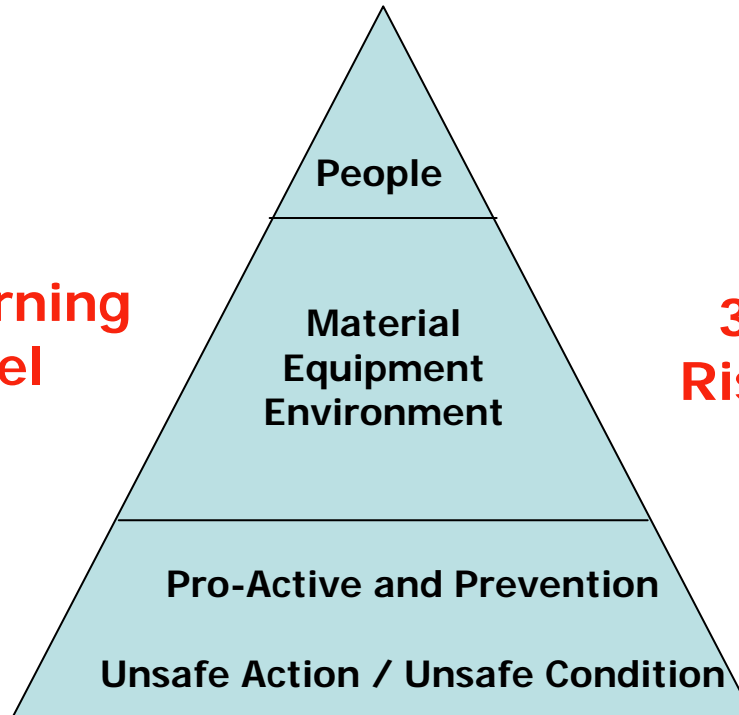


ISI Safety Management

PROCESS

1. Reporting

2. Re – Active Learning Causation Model



3. Pro – Active Risk Management

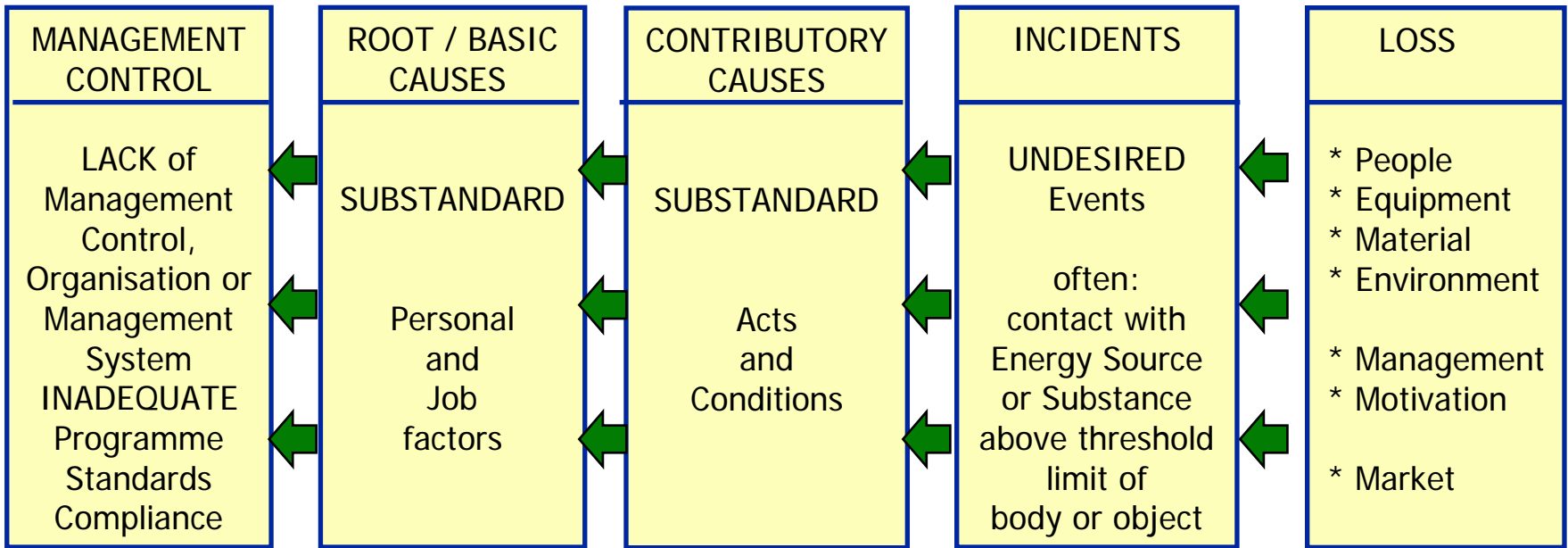
4. Emergency Preparedness



ISI Safety Management

2. Re – Active Learning

Loss Causation Model





PROCESS

ISI Safety Management

Root Cause Analysis Tool



Fishbone (Ishikawa) Diagram

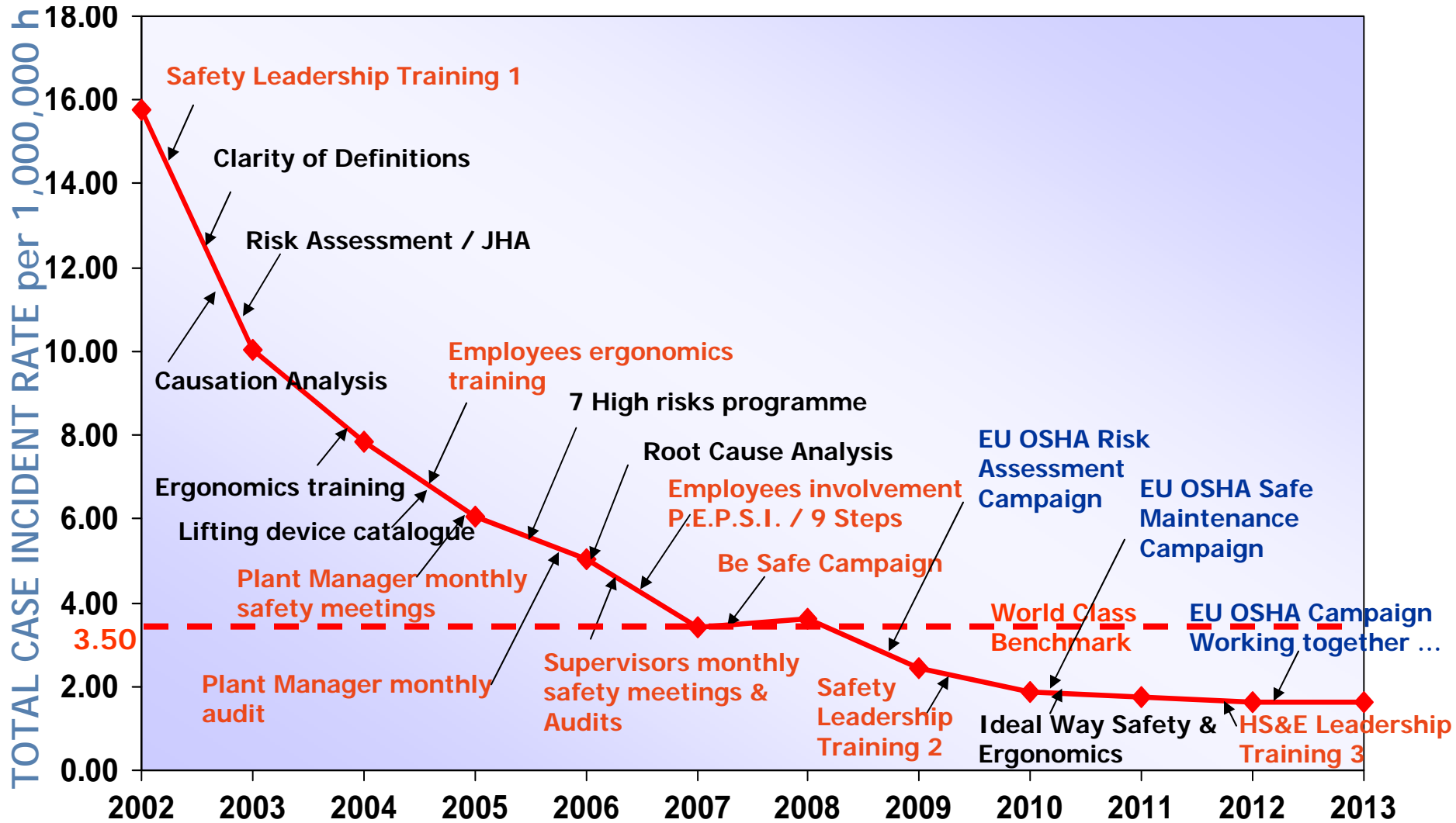
Five "WHY" Technique / Causation Model

Utilise the Root Cause chart to identify personal / job factors and specific underlying root cause

Link causes to the Maturity Path and Management System Element



SAFETY IMPROVEMENT & KEY ACTIONS





ISI Safety Performance: Faster improvement in Job Factors v Personal Factors

Four Elements of Human Factors (UK HSE):

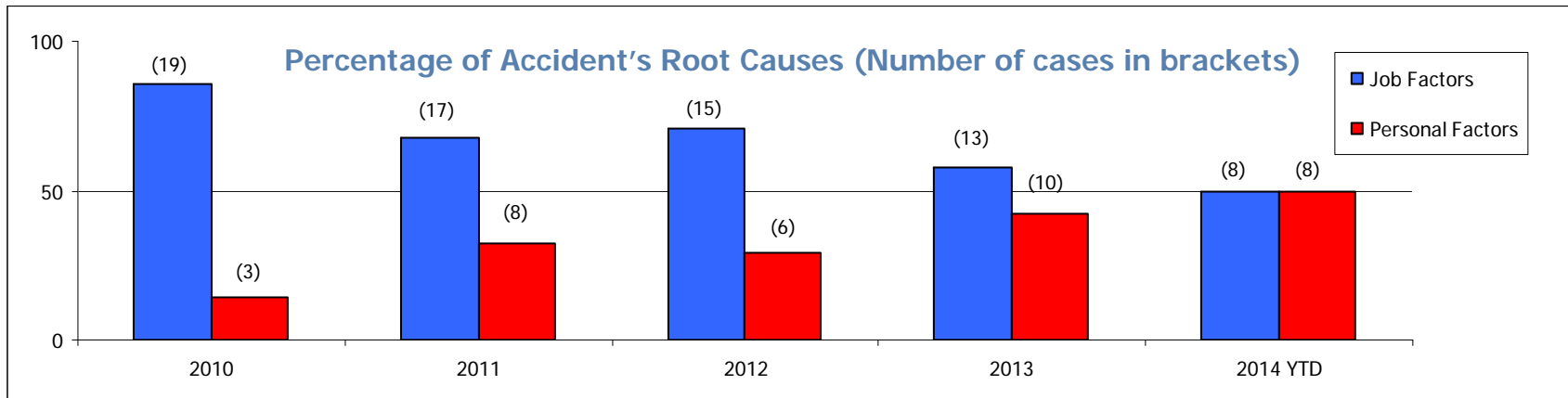
- ✓ the jobs people do (tasks, Equipments and Processes)
- ❑ **the individuals doing the jobs (People)**
- ✓ and how they are organized (System & Procedures)
- ✓ and managed (Management & Leadership)

Job Factors:

Engineering Design, Work Planning, Tools & Equipment, Risk Assessment, Work Rules, Standards & Procedures

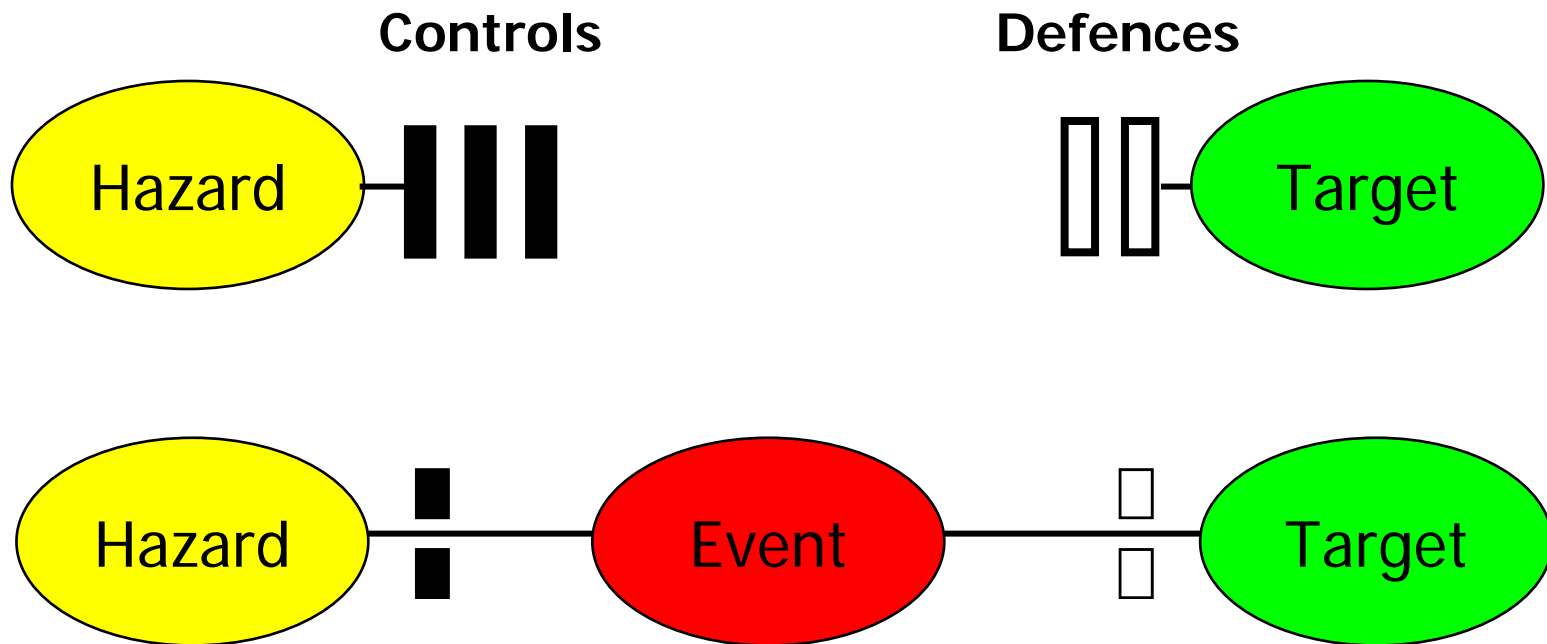
Personal Factors:

Physical Capability, Physical Condition, Behaviour



Tripod-BETA

Incident Investigation and Analysis







ISI Safety Performance: Root cause analysis – Human Behaviour



Undesired Behaviour

Intentional (Violations)

- Rare / Infrequent
- Need Peer Group Pressure
- Visible Leadership & Explicit commitment (disciplinary)

Unintentional (Mistakes/Errors)

- Perception
Communication, Warning signs (Visual/Audible)
Labels, Colors
- Memory
Risk Awareness (share Inc/Acc), Communication on
Lessons Learned, Inductions/Training, Warning signs
(Visual/Audible), Labels, Colors
- Decision
SOP, Procedure, Manual
- Action
Engineering/Technical, Poka yoke (fool proof)



BE SAFE
there's only one you



Different size of Nozzle / Poka yoke (Fool proof)

