Do the Right Thing When Things Go Wrong

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Potential for Harm
- Injury
- Asset Damage / Loss
- Business Interruption (Downtime)
- Quality Issue
- Reputation – Customers
- Reputation – Community
- Environmental Harm
- Legal / Regulatory Exposure

Harm
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Unplanned Event

What is the Investigation’s Objective?
Prevent Reoccurrence of the Unplanned Event
Requires Effective Corrective Actions
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Remedial Corrective Actions

Loss / Harm Events
Near Misses
Audits
BBS Observations

Unplanned Event

Measurement
Analysis
Corrective Action
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Unplanned Event → Preventable? → Pain Threshold exceeded?

Yes

No → Stop

Probability

Consequence

Pain Threshold
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Unplanned Event

Preventable? No

Continue analysis Yes

Pain Threshold exceeded? Yes

Could it be? No

No

Investigate

Determine Causes

Corrective Actions

Use:
Apollo™
TapRooT™
KUBO-TEPA™

Whatever process is appropriate
Unplanned Event

Investigate

Determine Causes

Corrective Actions

Evaluate

Evaluation of Corrective Actions

Corrective Action

Cause something to happen

Relevant and effective in preventing the unplanned event
Unplanned Event

1. Investigate
2. Determine Causes
3. Corrective Actions
   - NO
   - Evaluate
   - YES
   - Implement Corrective Action(s)
   - Confirm Implementation

**Reports**

### vPSI Enhanced Analysis Process

- **Primary Objective:** Generate corrective actions to prevent a recurrence of the unplanned event.
- **High level of attention given to a part of the business that normally does not see such intense focus.**
- **Most investigations identify other problems and opportunities for improvement. These are NOT corrective actions.**
- **Unfortunately these “Other Ideas” are often reported in such a way that they are confused with the real corrective actions.**
Apply Business Intelligence:
- Risk Assessment
- Cost / Benefit Analysis
- Six Sigma, Lean, Kaizen, etc

Implement?

NO

Discard

“Other Ideas”

YES

Quality of Corrective Actions

Accidents / near misses are opportunities to identify and correct problems.

No real corrective actions = missed opportunity.

One-time fixes are OK.

Best are long-lasting, automated, broadly applied business process or management system changes.
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Questions?

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