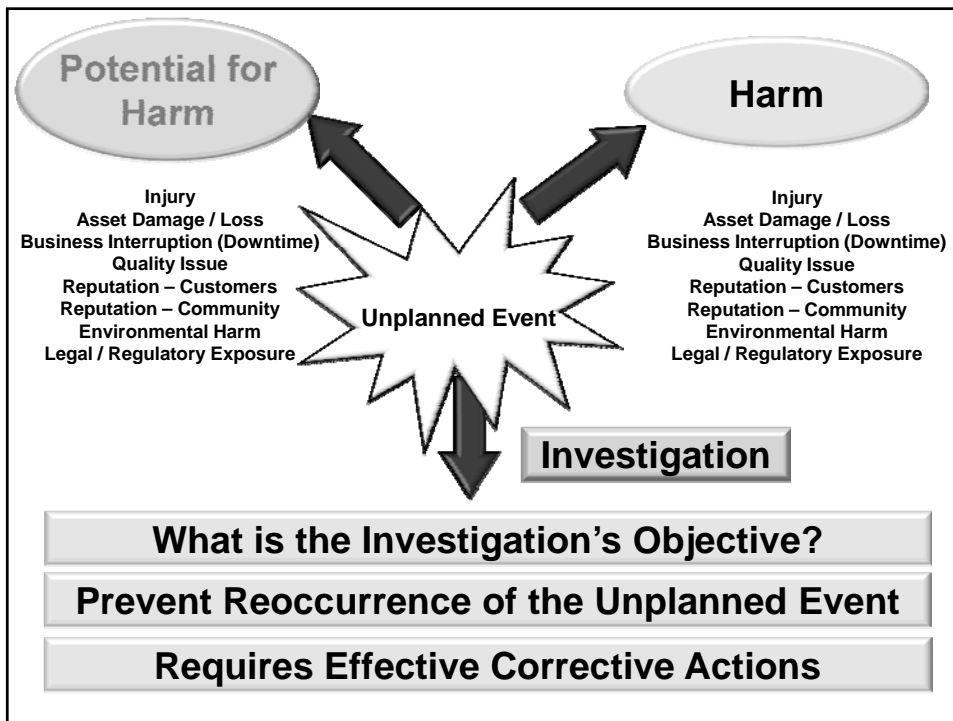


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## Do the Right Thing When Things Go Wrong

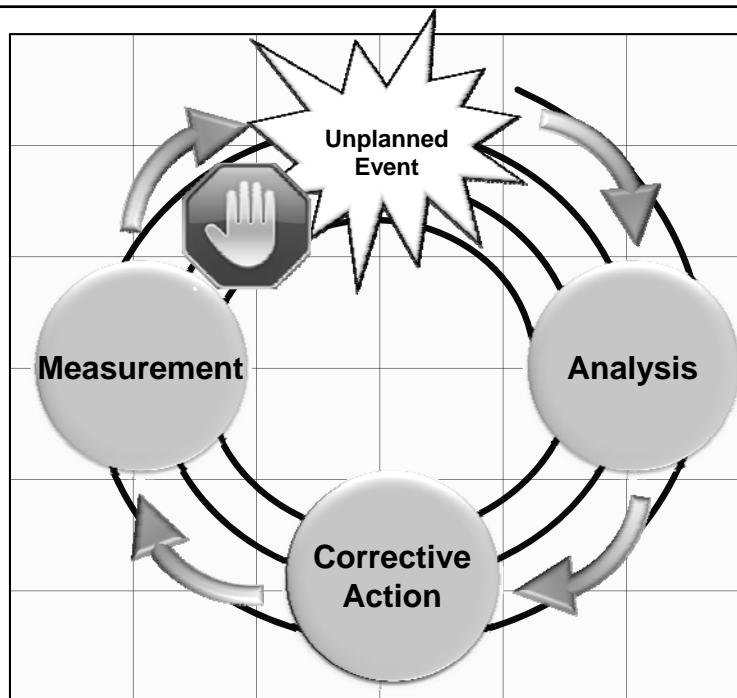
Norman Ritchie, vPSI Group, LLC  
Houston, Texas  
nritchie@vpsigroup.com



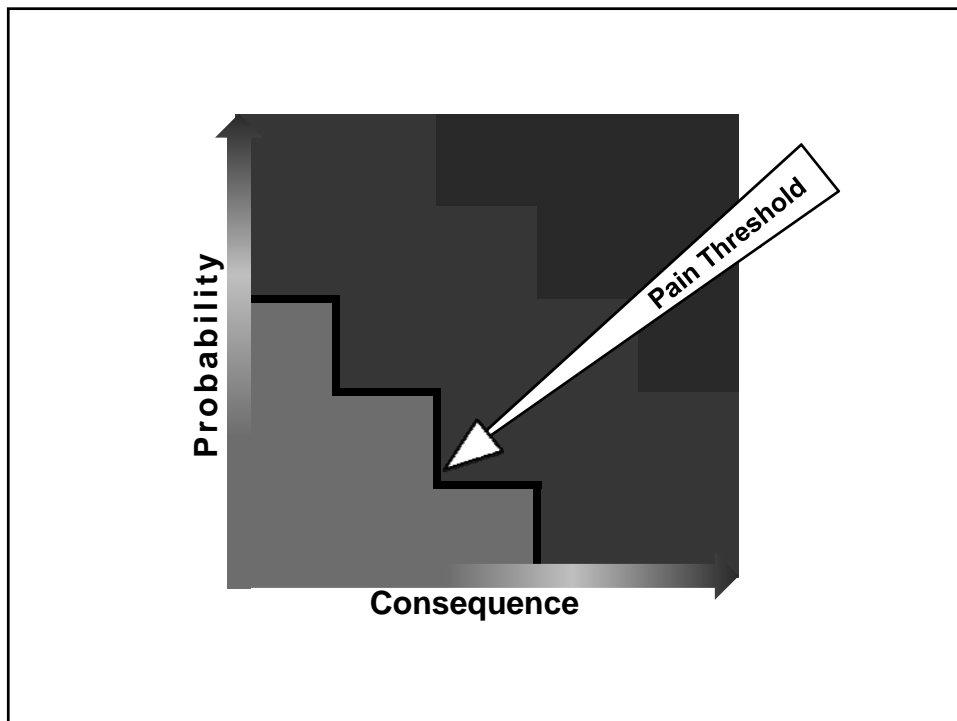
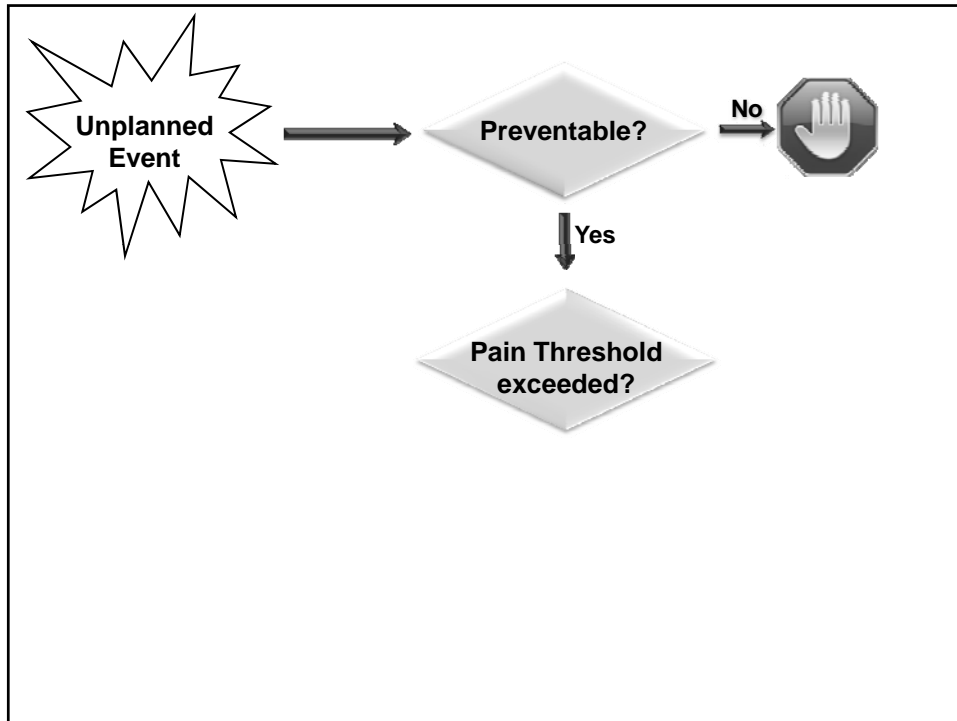
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## Remedial Corrective Actions

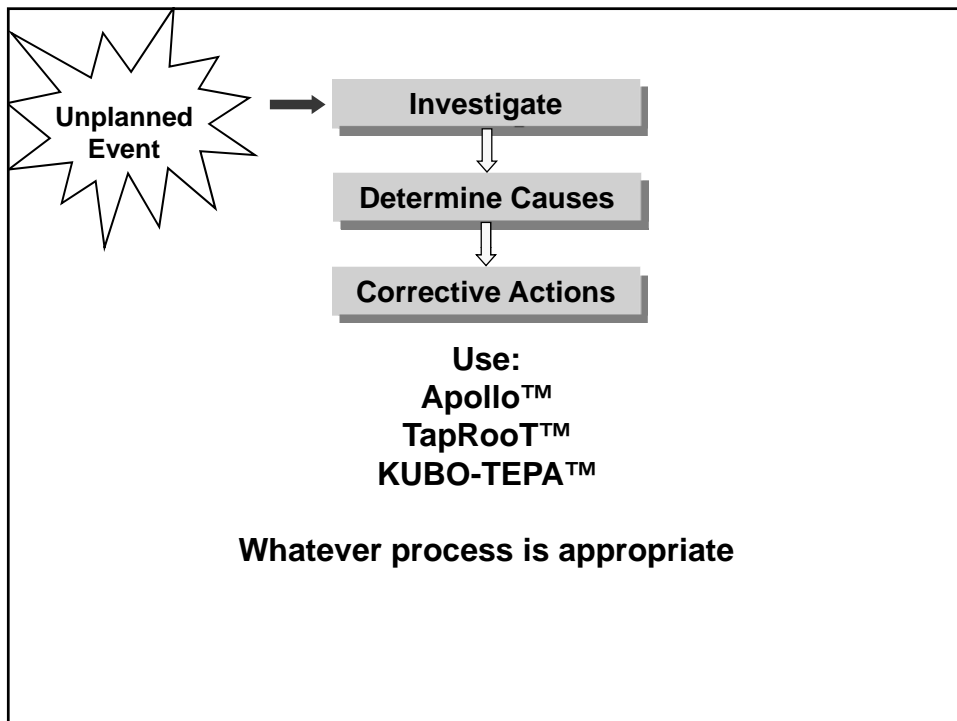
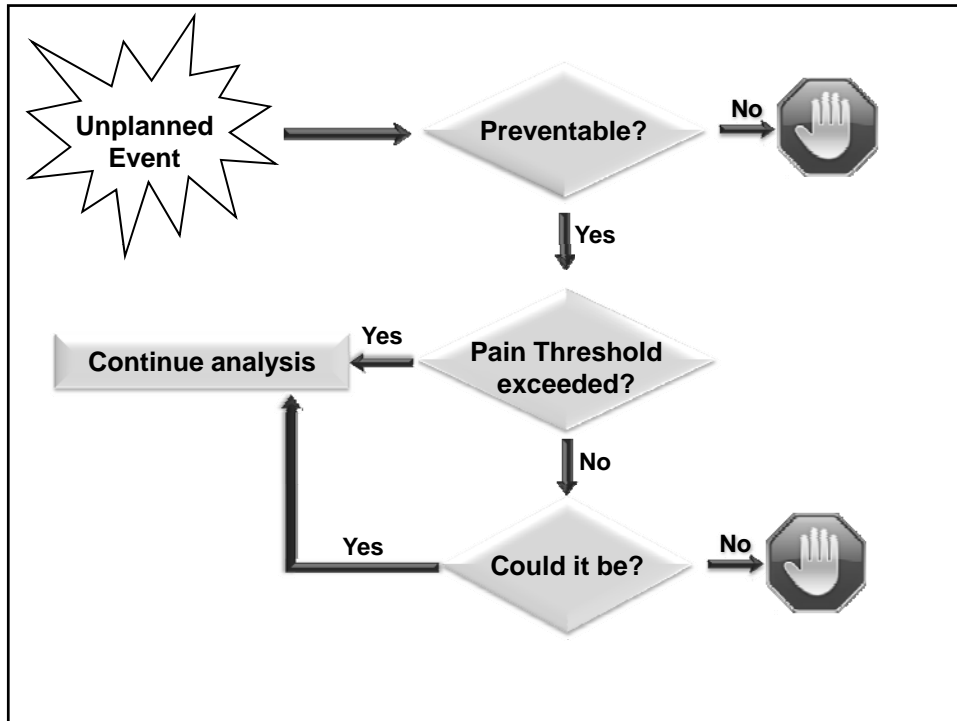
Loss / Harm Events  
Near Misses  
Audits  
BBS Observations



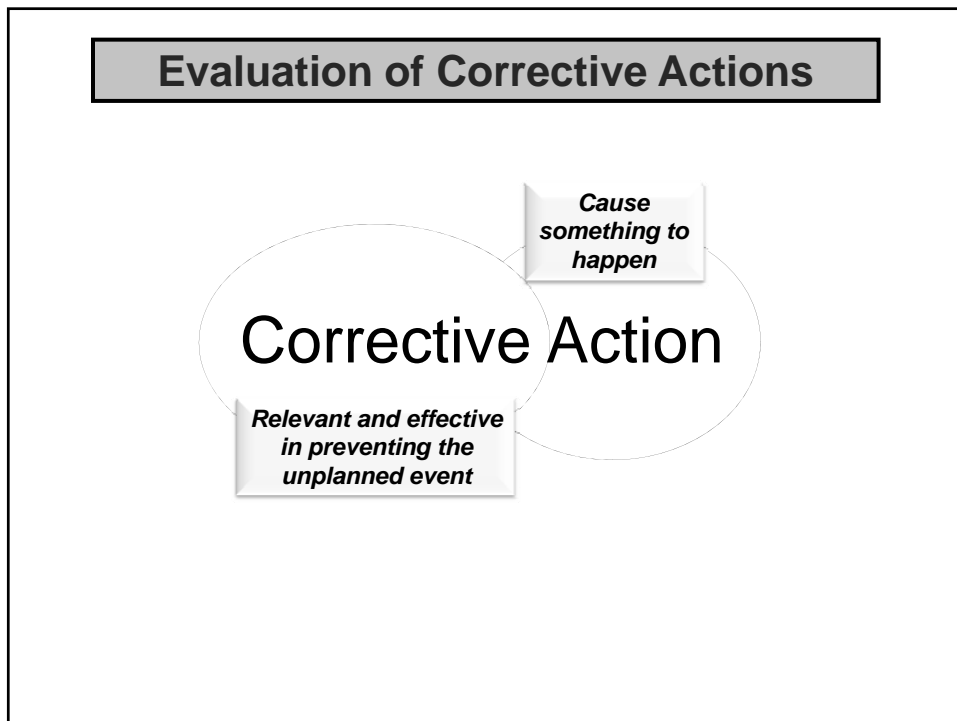
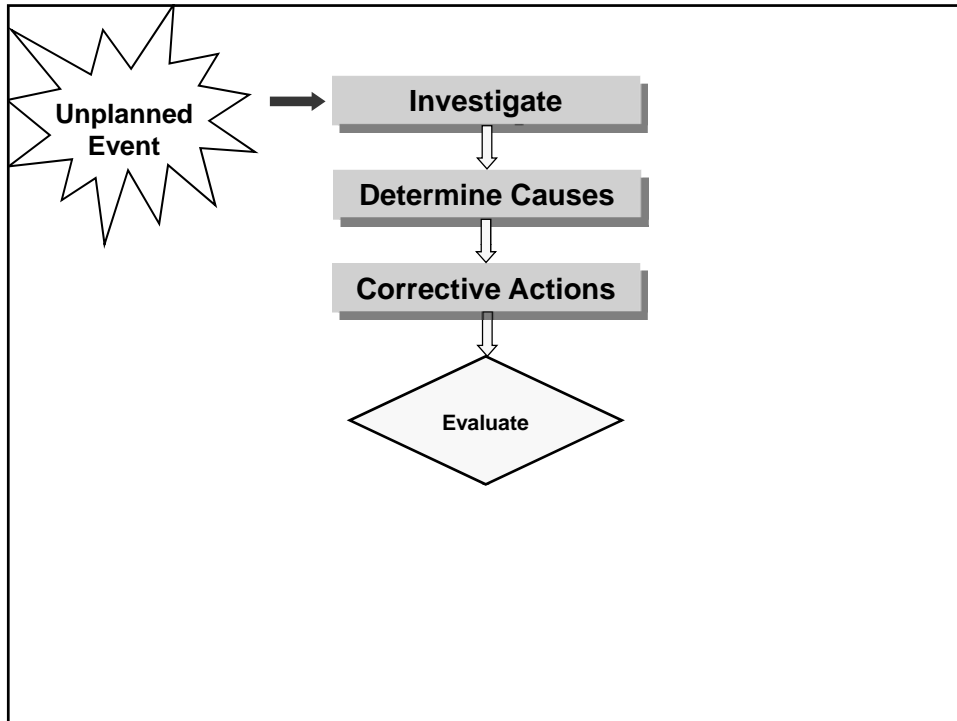
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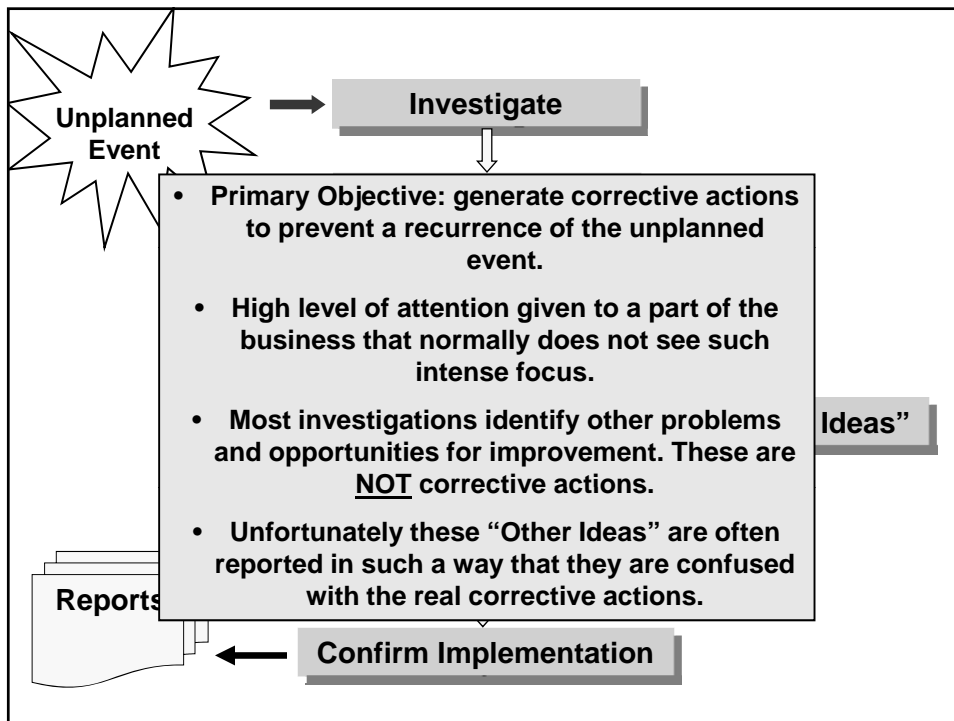
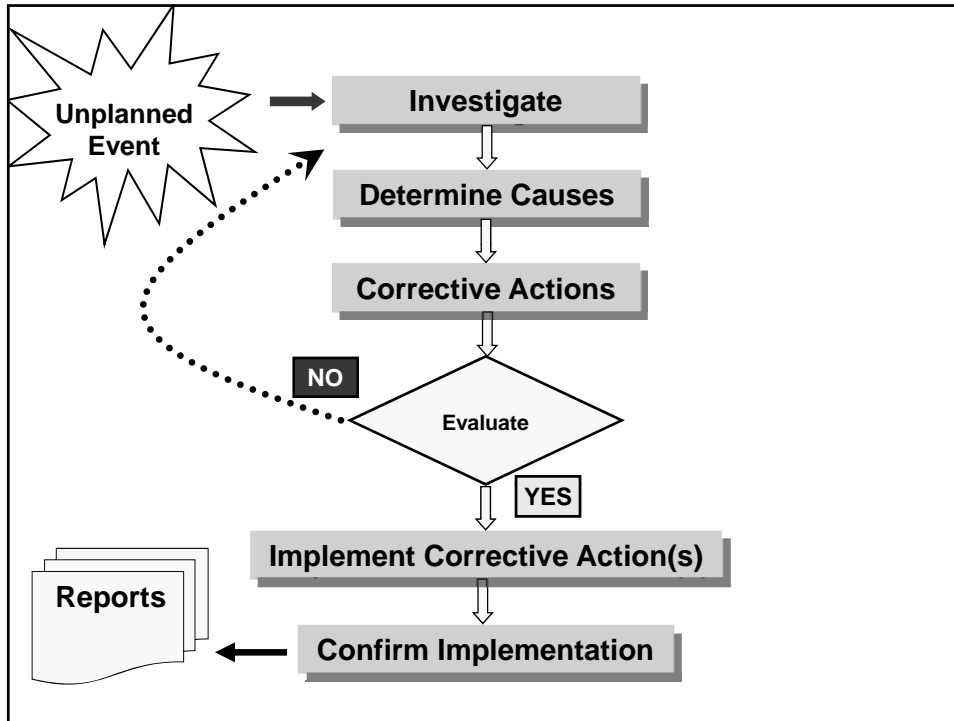
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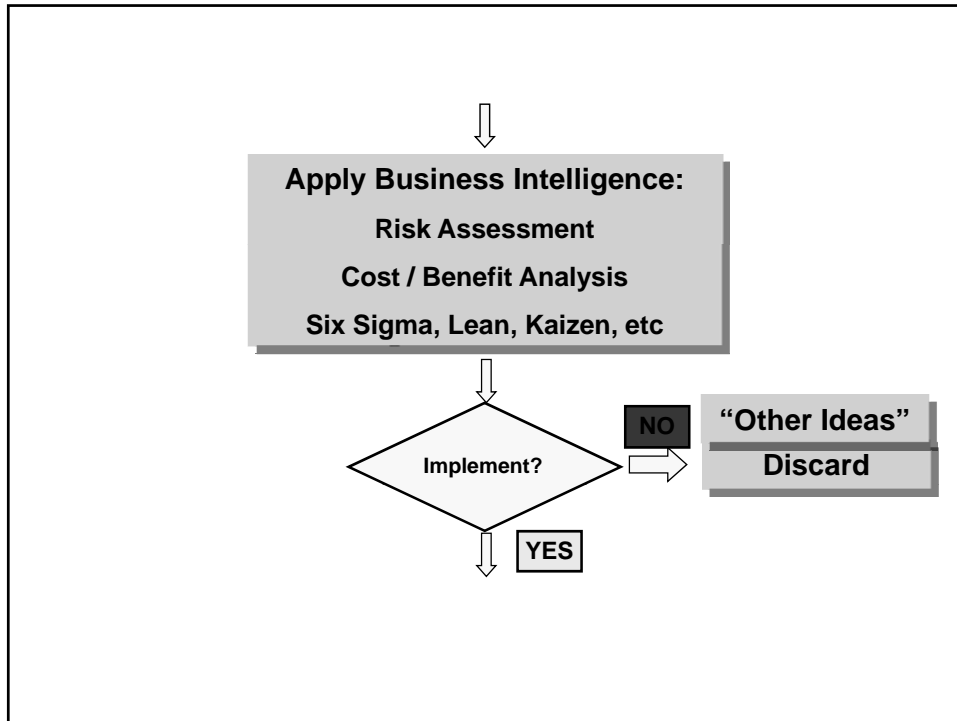
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**Quality of Corrective Actions**

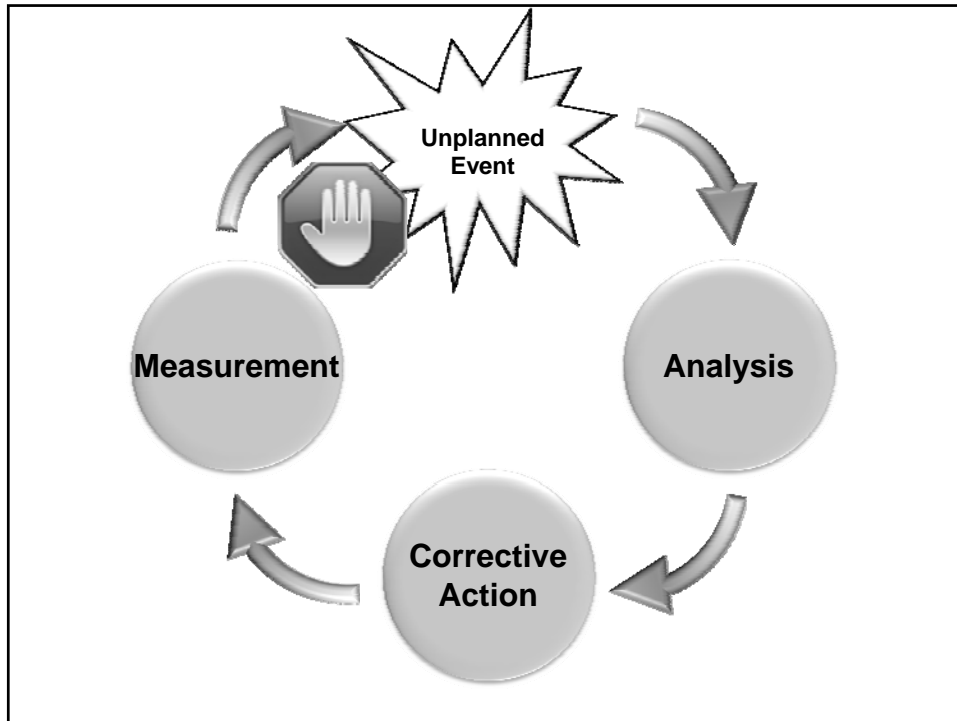
Accidents / near misses are opportunities to identify and correct problems.

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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**Do the Right Thing  
When Things Go Wrong**



**Questions?**

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