

Integration of Human Factors and SMS

“The “Floor Model””

D Smith
US 405.694.1644 – Mobile
d.smith@dot.gov

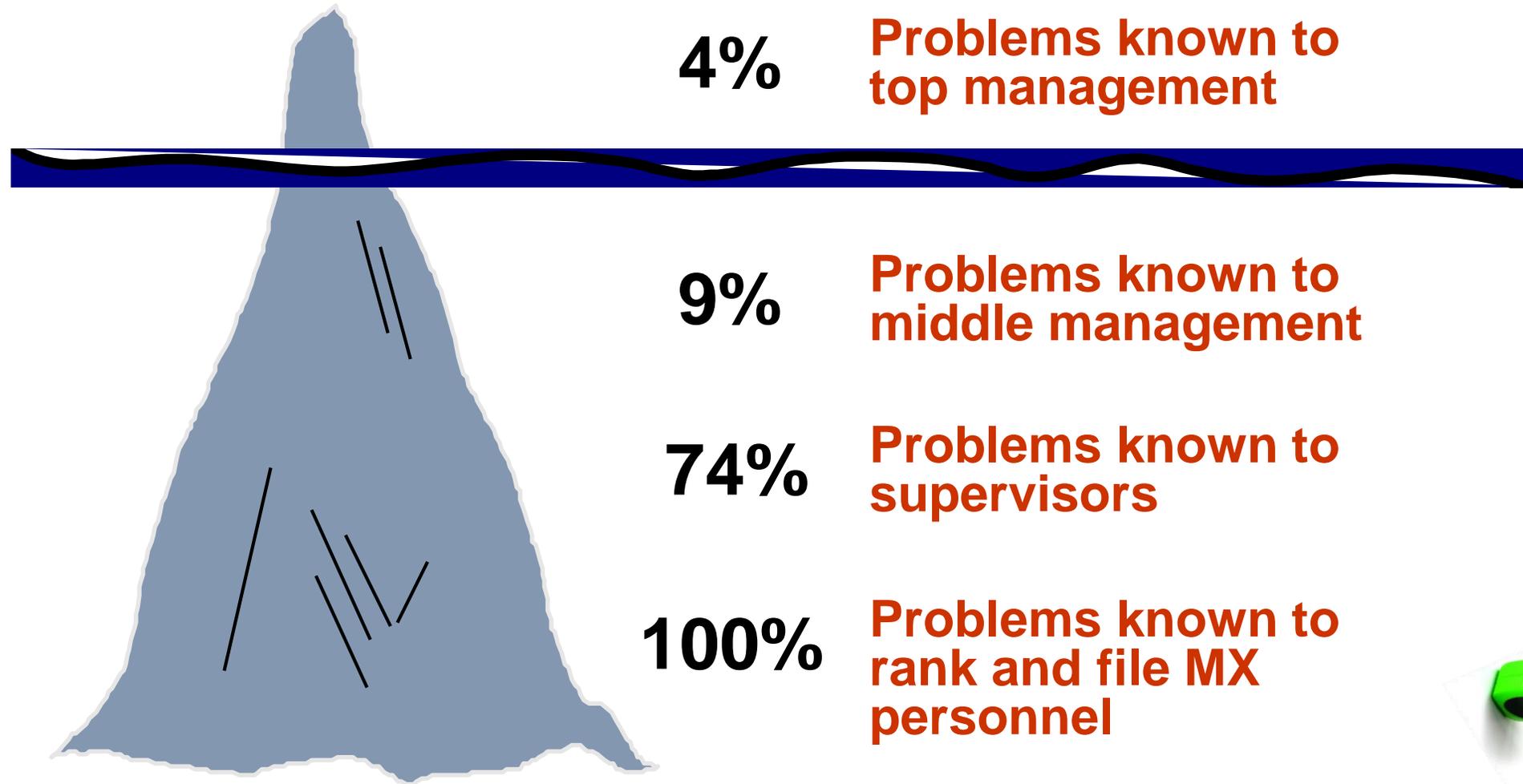


An amazing Discovery!



The Big Disconnect & The Solution

Safety Intelligence – SMS Data



The Iceberg of Ignorance



Human Factors & SMS - Employee Reporting



Two problems:

- 1- Employee willingness to report
- 2- Knowing what to report

Human Factors & SMS - Employee Reporting

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2- Knowing what to report

The Secret is in the answer.....

A	B	C
D	E	F
G	H	I

J*	K*	L*
M*	N*	O*
P*	Q*	R*

~~S
T U
V~~

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X- Y-
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✓ L * * * * *

The Secret is in the answer.....



✓ L □* □* □* □ □* □*

S C O R P I O N

Employees reporting safety issues

Two problems:



1- Employee willingness to report

2- Knowing what to report

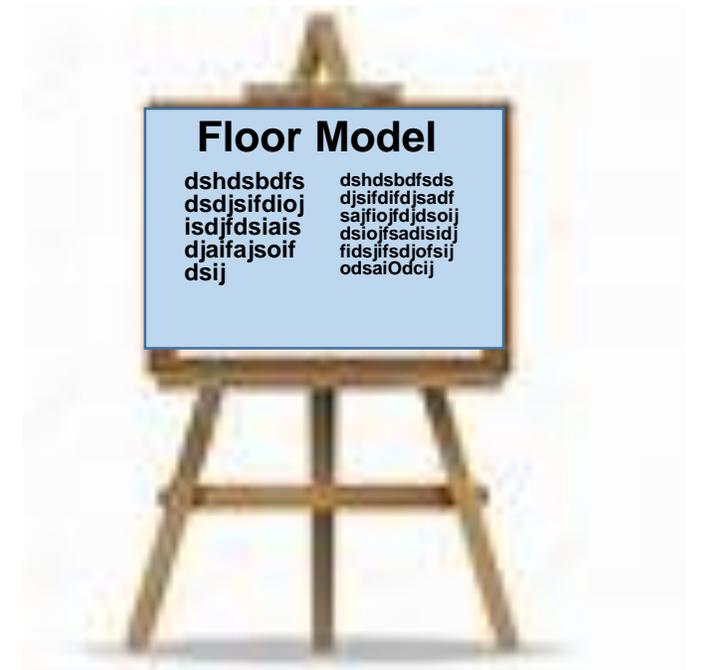
Employees reporting safety issues



The Solution!

The Employee “Floor Model”

continuous safety survey.



Employees reporting safety issues

The Solution!

“The Floor Model”

Received poor shift turnover or briefing

Proper tool not available for assignment work

Rushed to complete a job assignment

Manual, checklist or job-card not available

Asked to work job I'm not trained or qualified to do

Safety shortcuts rarely questioned

Work area has many distractions

Procedure difficult to understand or follow

Work often while fatigued

Work often without proper resources for the job

Asked not to report a safety issue

OEM or written procedure dysfunctional

1 Meter

2 Meters

Employees reporting safety issues

The Solution!

“The Floor Model”

Employee reporting card. Check the appropriate blocks in the left Colum and place in the floor model collection box. Your report makes a difference, thank you.

- Received poor shift turnover or briefing
- Proper tool not available for assignment work
- Rushed to complete a job assignment
- Manual, checklist or job-card not available
- Asked to work job I'm not trained or qualified to do
- Safety shortcuts rarely questioned
- Work area has many distractions
- Procedure difficult to understand or follow
- Work often while fatigued
- Work often without proper resources for the job
- Asked not to report a safety issue
- OEM or written procedure dysfunctional

Name (optional): _____

Department: _____

Functional Area (check one)

- Maintenance
- Operations
- Ground Operations
- Refueling
- Provisioning
- Other: _____

Date & Time of day: _____

Remarks:

3 Inches

5 Inches

The Floor Model – Phone or Computer App.



The Floor Model Check all that Apply



Received poor shift turnover or briefing



Work area has many distractions



Proper tool not available



Asked not to report a safety issue



Rushed to complete a job assignment



Procedure difficult to understand or follow



Received poor shift turnover or briefing



OEM procedure dysfunctional



Manual, checklist or job-card not available



Work without proper resources for the job

Summary



- **Break free from your old nature.**
- **Embrace the learning opportunities created by mistakes.**
- **Encourage and reward employee reporting.**
- **Give them the “Floor Model” so they know what to report.**
- **And.....**

An even more amazing Discovery!



You will be utterly amazed at the value add to your organization.

Thank You

For your attention and participation



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