

# Deming and Safety – getting the last small percent of injuries

By: M. Taubitz



**Current State:** For organizations that follow Deming or some form of PDCA and have a sound management system, the challenge to deal with the small percentage of issues not system related poses an additional challenge. This summary sheds light on a simple but innovative approach that is based upon respect for people.

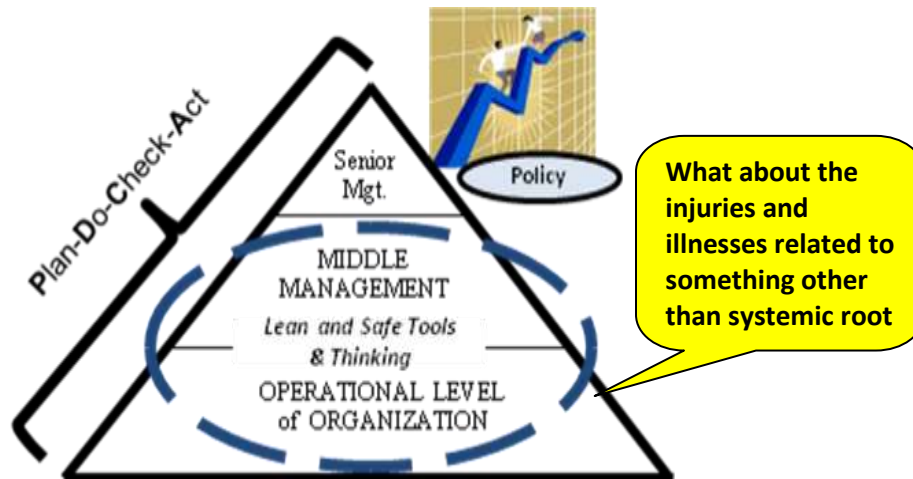
## Using Deming for Safety

- Deming's 14 points and Plan-Do-Check-Act are built upon respect for employees and the recognition that most issues are system related
- Deming's approach requires active leadership which can more fully integrate safety into the day-to-day operation of the business
  - Safety becomes a strong value in the overall organization culture, not a safety culture
- Operational performance, quality and safety are all driven by the same tools and philosophies, e.g.
  - Getting to "zero defects" requires the same thinking and many of the same tools required for "zero injuries and illnesses"
- The philosophy of continuous improvement driven by root cause analysis of problems fits perfectly with safety, but the small percent of incidents in the quest for zero injuries are not addressed – nor are off the job incidents.

## The Marriage of Deming and Safety

Safety combined with lean offers tactical tools / processes enabling implementation of Deming's 14 Points and PDCA throughout all levels of any organization.

- The marriage of safety and lean facilitates continuous improvement of the majority of issues that are system related.



## FDR Safety Awareness

- Full day session with up to 20 employees, hourly and management
  - Though not behavior based safety, FDR safety awareness does get at the hearts and minds of participants
- A lean, simple approach built around 10 words with fewer than 10 slides, the idea that "safety is a family driven value" becomes clear at day's end.



- Session explores the "why" of safety and allows each person to reflect upon their own background with the conclusion that, from the time our parents taught us our first safety rules, safety has been a "have to."
- The facilitator then introduces scenarios that help participants understand that family is the most important thing in our lives
  - A dramatic examples brings home the concept that "Zero" is an attainable goal
  - The reasons for safety being 24-7 become forefront when participants consider the impact that a fatal or serious accident could have on their family, regardless of being on or off the job.
- Safety moves from "have to" to "want to" with personal accountability

## Benefits

- Reduced injuries on and off-the-job and while driving...
- Increased safety awareness because participants understand the "why" of safety
  - **Family DRiven Safety** provides the answer of "what's in it for me?"
- Reduced costs for worker's compensation, disability management and healthcare
- Demonstration of "I care" / Improved morale

## Next Steps

- Contact Fred Rine for a free overview session (this approach is something that you need to experience first-hand)
  - [frine@FDRsafety.com](mailto:frine@FDRsafety.com)