

## APPLYING LEAN & SIX SIGMA PRINCIPLES TO BEHAVIOR-BASED SAFETY (PART 1 OF 3)



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Welcome to Safety Culture Excellence. Today's topic, Part 1 of 3: Applying Lean & Six Sigma Principles to Behavior-Based Safety. My name is Shawn Galloway, and I'm proud to be your host.



Shawn Galloway  
President & COO

Well thanks to the substantial interest, I have the privilege of delivering the first of a three part series of one of our most frequently requested topics. I truly hope this starts to provide insight into an approach that's called, Lean Behavior-Based Safety.

The title of this Podcast is "Applying Lean & Six Sigma Principles to Behavior-Based Safety Part 1 of 3".

If your employees came up to you and asked, what one thing can I do differently to improve in safety; what would you tell them? Do you really know and how sure are you on the validity of that answer? Do you really have the information necessary to allow them to develop their own personal safety focus? Do you have a mechanism to encourage that focus by coaching the culture with positive feedback and expressing concern? Lastly, do you have a way to ensure that focus is sustained through continuous improvement?

The previous questions are nothing new; they have been asked of organizations over the past 25 years to encourage a consideration of a behavioral approach to safety. It is hard to argue that in business, the only thing constant is change. Aside from a few names and some successful re-branding campaigns, Behavior-Based Safety has changed little.

All of the experienced methodologies attempt to create a culture that focuses on values, caring, and predicting and preventing injuries; and typically with a huge drain on resources, they all try to implement three major things:

1. Develop a focus.
2. Develop an observation and feedback process.
3. Use the observed data for continuous improvement by responding to risk rather than waiting for accident data

Finally, several of the approaches are starting to pay attention to the market research and demands by redefining their perceived value and leaning their methodology down, for as we all know, we had a few more resources available to us in the past than in today's lean environment.

While the other approaches have certainly has some successful results, those results were a byproduct of reaching the goal which was to complete an implementation, rather than the goal being defined as ensuring and being held accountable for results. Deming once said the numbers are critical but relatively unimportant. In other words, I'd like to suggest the activities are critical, but relatively unimportant.

I'd like to suggest that the title of the famous book by Marshall Goldsmith says it best, "What got you here, Won't get you there." Change is needed for these technologies to be sustainable and supportable at all levels in the organization. For the reality of today is you have to have a focus on both short-term and long-term results.

To support these thoughts, I'd like to now provide you an article written by Terry Mathis that brought this

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idea to the Behavior-Based Safety industry. Based on research and overwhelming success, parts two and three will be an expansion of these thoughts and will focus on sharing some additional examples.

The article is titled, "Lean Behavior-Based Safety - How the Process is Evolving to Survive in Today's Economy". It was published in May of 2005 and like our others, it can be found at [www.proactsafety.com](http://www.proactsafety.com).

Until next time, remember: "In safety, prevention trumps reaction." For more information on Safety Culture Excellence, or if you have a topic to suggest, please email us at [podcast@proactsafety.com](mailto:podcast@proactsafety.com).