

PIPELINE

PERFORMANCE GROUP



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What Safety Means, Why We Investigate, and The Importance of Learning

2010 API Pipeline Conference

Presentation Objectives

- Discuss what safety means at your company
 - Our definitions and classifications determine what we investigate, and to what extent
- Determine why we investigate
 - Why we investigate determines how we investigate
- Explain the importance of learning
 - If we do not learn from our investigations, safety will not be improved

What Safety Means

- When the API awards are given for outstanding safety and environmental performance, what is measured?
- Does your company measure the same things?

What Safety Means

Complete this sentence:

- When we talk about safety at my company, we mean...



What Safety Means

- When we talk about safety at my company, we mean:



Know what's **below.**
Call before you dig.

What Safety Means

- When we talk about safety at my company, we mean:

- Employee safety
- Vehicle safety
- Contractor safety
- Pipeline safety
- Public safety
- Environmental protection
- Safe operations
- Quality

Anything else?

**Anything missing
that might be
helpful to include?**

Why We Investigate

Complete this sentence:

- The purpose of investigations at my company is...



Why We Should Investigate

- Determine what happened – **facts**
- Determine why it happened – **causes**
- Determine how to prevent it from happening again – **corrective actions**
- Make sure all the corrective actions are actually done
- **Share lessons learned with everyone in the organization**

The Importance of Learning

DEFEAT THE DIRTY DOZEN

"Some learn from the mistakes of others,
some learn from their own mistakes,
some never learn."



The Importance of Learning

What is a “Lesson Learned?”

- A “good work practice” or innovative approach that is captured and shared to promote repeat application; or an adverse work practice or experience that is captured and shared to avoid recurrence.

Lessons Learned Program

- Can be a principal component of a learning culture committed to operational excellence and continuous improvement
- Can communicate acquired knowledge more effectively than informal “tribal knowledge” ways
- Can ensure that beneficial information is used in planning, work processes, and daily activities
- Can be a powerful method of sharing good ideas
- Can get the right information to the right people in a timely manner and in ways that spread the lessons company-wide.

Lessons Learned Process

A simple explanation of the process:

- **Collect** the lessons and practices
- **Verify** for accuracy and applicability
- **Store** in lessons learned database
- **Disseminate** to people who can use lessons
- **Apply** knowledge on the job

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