

# [performance]

*behavioral safety programs and assessment software*

## **Behavioral safety and competency programs increase reliability and reduce costs during restructuring at Fortune 200 energy and services firm**

program rollout  
planning and  
communications

### *behavioral safety programs and assessment software*

procedures  
development  
and management  
software

curriculum  
development

employee  
communications

training  
development  
processes and  
software

strategic  
competency  
programs

Daniel Follette, Inc. developed major components of this international firm's safety and skills competency programs and implemented them throughout its operating units. Business lines included international oil and gas processing and distribution; generation and cogeneration; trucking; and petrochemical processing. The programs enabled the company improve safety performance at the same time it significantly reduced staffing.

The engagement included:

- Documentation and training for health, environment and safety tasks
- Procedures development
- Safety assessment processes and software
- Safety incident tracking and analysis software

Program elements also enabled the company to maintain the same productivity with staff reductions of 30% or more.

### **Comprehensive task analysis and safety training**

As a part of developing the company's skill-based pay program, Daniel Follette, Inc. consultants



A portion of the skill training library covering all hourly craft work tasks. Training included safety requirements that were a part of these tasks.

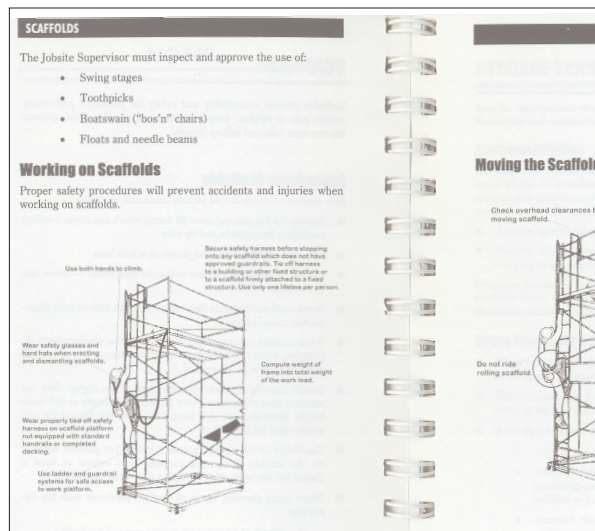
documented all tasks relevant to safety, health and environmental practices. These included both the tasks performed by safety specialists and the safety components of all tasks performed by hourly workers. Our consultants built qualification manuals and training for every job position, from plant operators to computer specialists. Incorporating safety tasks into the program provided the company, a prominent presence in energy across the US, with its first comprehensive verification of safety competence for each employee.

### **Safety procedures development**

Daniel Follette, Inc. consultants held workshops with US and international safety managers to define tasks requiring procedures. They then worked with content specialists to develop procedures and create an effective format for a graphic safety manual. We used a similar process to create safety manuals for the client's domestic and international E&P activities.

### **SkillForge™ behavioral Safety Assessment software**

Daniel Follette, Inc. provided customized assessment software for safety program review. The program produced an easy-to-



Sample pages from graphic safety procedures manual. The manual covered all required safety procedures.

SkillForge™ Safety Assessment program improvement planning screen: For each program deficiency the survey discovers, managers can plan out steps to bring a location into compliance. The program sums all costs associated with improvement steps to produce a realistic budget. The program can also rank improvement tasks according to maximum impact per dollar spent. This enables managers to prioritize work if not all items can be funded.

The program let managers specify improvement steps for each identified deficiency. Managers also had the option to include cost estimates, so improvement tasks could be ranked by either their safety impact, or by which tasks delivered the most safety improvement per dollar spent.

Corporate safety staff reported that the survey also provided them with a very objective way to present and discuss safety program components and site-specific performance. "One of the most valuable outcomes of the program has been the dialogue it has produced with location management and personnel," said one safety manager.

**OSHA and DOT incident tracking**

Daniel Follette, Inc. provided proprietary SkillForge™ Safety Tracking software to record all safety incidents and near misses. The software made it easier for safety employees to track investigations, administrative actions and reporting. In some cases, incident rates showed correlation with SkillForge Safety Survey scores.

interpret safety rating from responses to a series of incisive, carefully written questions. In addition, the program provided a list of improvement opportunities ranked by criticality or value. This provided concrete guidance, accountability and consequence to help change behavior at each location.

Questions assessed the adequacy of safety program oversight; the existence and currency of procedures; the extent of compliance with mandated programs; the comprehensiveness of communications and training; and actual work performance.

Question were weighted to reflect the severity of consequences associated with non-compliance in three categories:

- Potential injury to employees
- Damage to quipment or other costs
- Regulatory consequences

The weighting also considered the frequency of exposure.

**Additional work**

Other program elements we provided included executive reporting and crisis communications training.

**For more information**

For case histories, white papers and demos, please use the contact information to the left, or email us at [enquire@follette.com](mailto:enquire@follette.com).

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The main menu of the SkillForge™ Safety Tracking program provides a good overview of program functionality. By including location activity information—number of hours worked and miles driven—the program can calculate OSHA and DOT rates.

