



Sustaining Next-Level Human Performance

Challenges...



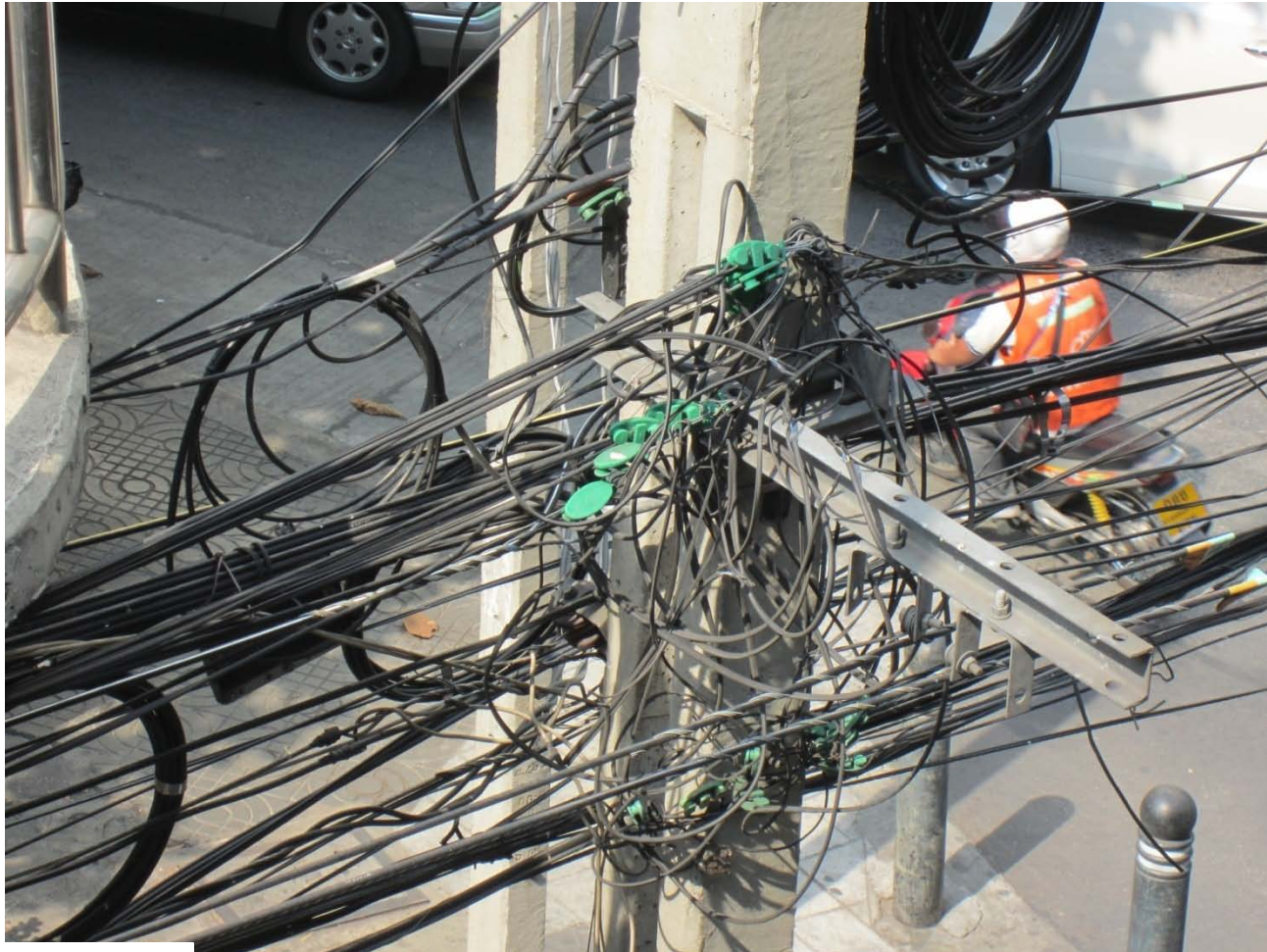
Challenges...



Challenges...



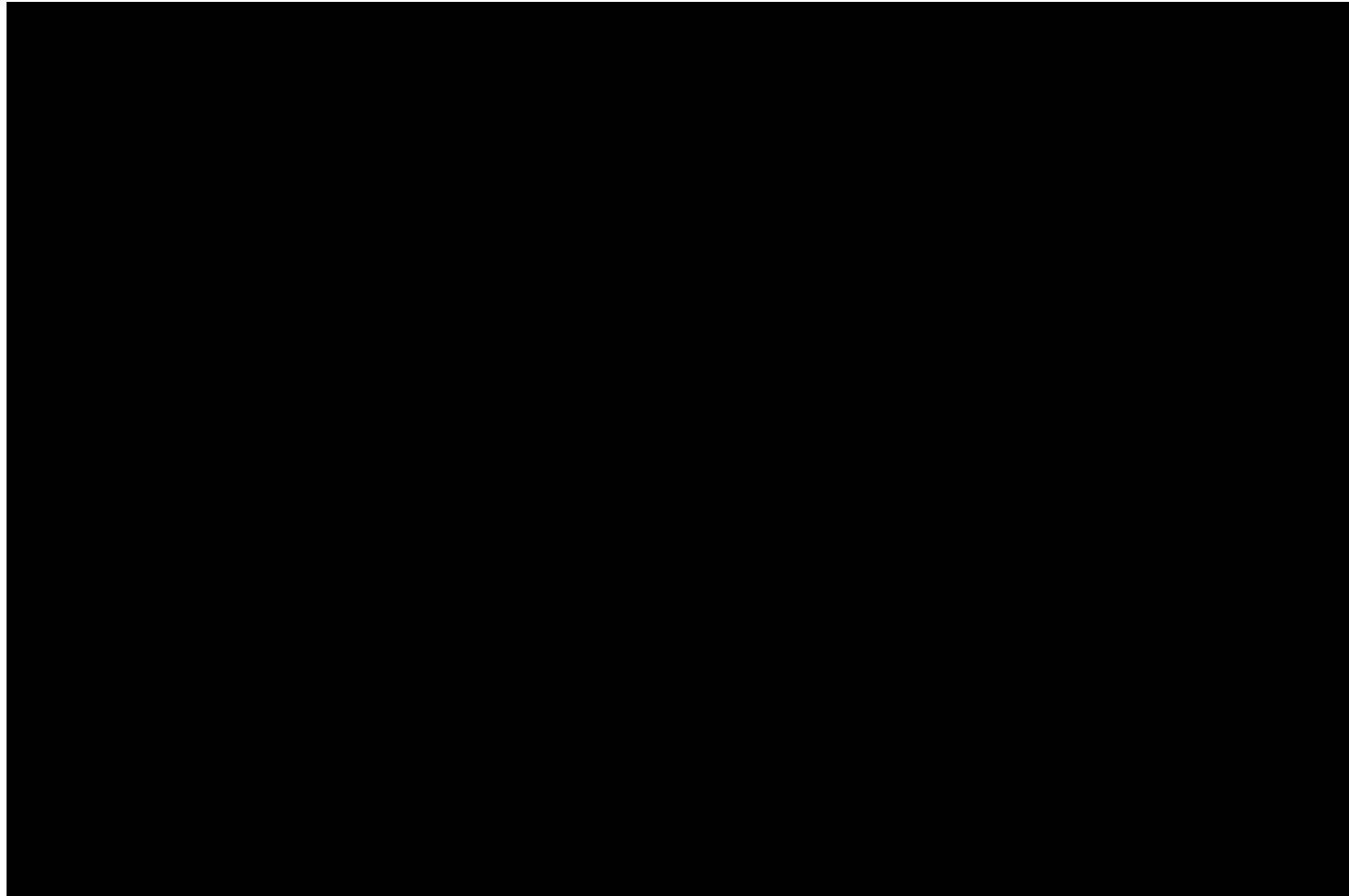
Challenges...



Challenges...



It Takes Teamwork...





- #1** Things are the way they are because they got that way

- #2** 84 – 94 percent of all human error can be directly attributed to process, programmatic, or organizational issues

- #3** People come to work wanting to do a good job

- #4** The people who do the work are the ones who have the answers

The Four BIGGEST Challenges



How to get workers to “follow the rules”



How to get workers to WANT to do the right thing



How to get TRUE management support



How to change the CULTURE

Calculating the Cost of Human Error



**Practicing
Perfection
Institute**

HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Unplanned Downtime / Lost Productivity

	YRLY COST / WORKER		# OF EMPLOYEES		
LANDMINES	\$629	*	<input type="text"/>	=	\$0
HUMAN FALLABILITY	\$77	*	<input type="text"/>	=	\$0

Administration / Investigation / Resolution

AVG HRS PER COND		AVG HRLY RATE		# OF COND PER YEAR		
<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>	=	\$0

Annual General Error Cost

\$0

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Unplanned Downtime / Lost Productivity

	YRLY COST / WORKER	*	# OF EMPLOYEES	=	
LANDMINES	\$629	*	<input type="text" value="1086"/>	=	\$683,094
HUMAN FALLABILITY	\$77	*	<input type="text" value="1086"/>	=	\$83,622

Administration / Investigation / Resolution

AVG HRS PER COND	*	AVG HRLY RATE	*	# OF COND PER YEAR	=	
<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>	=	\$0

Annual General Error Cost

\$766,716

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Unplanned Downtime / Lost Productivity

	YRLY COST / WORKER	*	# OF EMPLOYEES	=	
LANDMINES	\$629	*	1086	=	\$683,094
HUMAN FALLABILITY	\$77	*	1086	=	\$83,622

Administration / Investigation / Resolution

AVG HRS PER COND	*	AVG HRLY RATE	*	# OF COND PER YEAR	=	
250	*	80	*	8	=	\$160,000

Annual General Error Cost

\$926,716

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Unplanned Downtime / Lost Productivity

	YRLY COST / WORKER	*	# OF EMPLOYEES	=	
LANDMINES	\$629	*	1086	=	\$683,094
HUMAN FALLABILITY	\$77	*	1086	=	\$83,622

Administration / Investigation / Resolution

AVG HRS PER COND	*	AVG HRLY RATE	*	# OF COND PER YEAR	=	
250	*	80	*	8	=	\$160,000

Annual General Error Cost

\$926,716

Injuries & Illnesses

OSHA REC RATE		÷	OSHA AVG FOR SECT		=	
1086	*	*	\$1,200	*	0.95	= \$0

HU Illness/Injury Cost

\$0

Calculating the Cost of Human Error



**Practicing
Perfection
Institute**

HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Unplanned Downtime / Lost Productivity

	YRLY COST / WORKER	*	# OF EMPLOYEES	=	
LANDMINES	\$629	*	1086	=	\$683,094
HUMAN FALLABILITY	\$77	*	1086	=	\$83,622

Administration / Investigation / Resolution

	AVG HRS PER COND	*	AVG HRLY RATE	*	# OF COND PER YEAR	=	
	250	*	80	*	8	=	\$160,000

Annual General Error Cost

\$926,716

Injuries & Illnesses

OSHA REC RATE	2.13	÷	OSHA AVG FOR SECT	3.9	=	
1086	*	0.546	*	\$1,200	*	0.95
					=	\$676,160

HU Illness/Injury Cost

\$676,160

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Physical Plant / Environmental Costs	
AVG # EVENTS PAST 3 YR	AVG COST PER EVENT
<input type="text"/>	<input type="text"/>
* =	
\$0	
Physical / Environ Cost	\$0

Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Physical Plant / Environmental Costs	
AVG # EVENTS PAST 3 YR	AVG COST PER EVENT
<input type="text" value="3"/>	<input type="text" value="\$90,000"/>
$3 * \$90,000 = \$270,000$	
Physical / Environ Cost	\$270,000

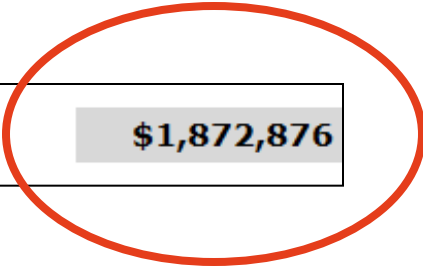
Calculating the Cost of Human Error



HU ROI Calculator™

PART I: ANNUAL COST OF HUMAN ERROR

Total Annual Cost of Human Error	\$1,872,876
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Calculating Return on Investment (ROI)



HU ROI Calculator™

PART II: HU ENHANCMENT ROI CALCULATION

Reduce Human Error by (%):	<input type="text"/>
ANNUAL COST SAVINGS	<input type="text"/>
Implementation Investment:	<input type="text"/>
	ROI <input type="text"/>

Calculating Return on Investment (ROI)



HU ROI Calculator™

PART II: HU ENHANCMENT ROI CALCULATION

Total Annual Cost of Human Error

\$1,872,876

Reduce Human Error by (%):

50.0%

ANNUAL COST SAVINGS

\$936,438

Implementation Investment:

\$750,000

ROI

24.86%

Vince Lombardi



Two Key Elements



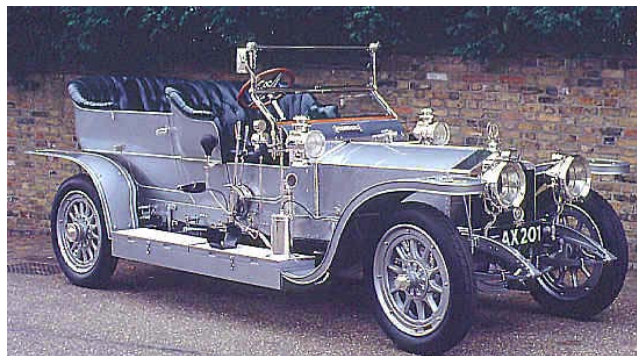
1 FOCUS on the FUNDAMENTALS

Sir Henry Royce



“Strive for perfection in everything you do. Take the best that exists and make it better. When it does not exist—design it.”

-Sir Henry Royce



Two Key Elements



1 FOCUS on the FUNDAMENTALS

2 CANI

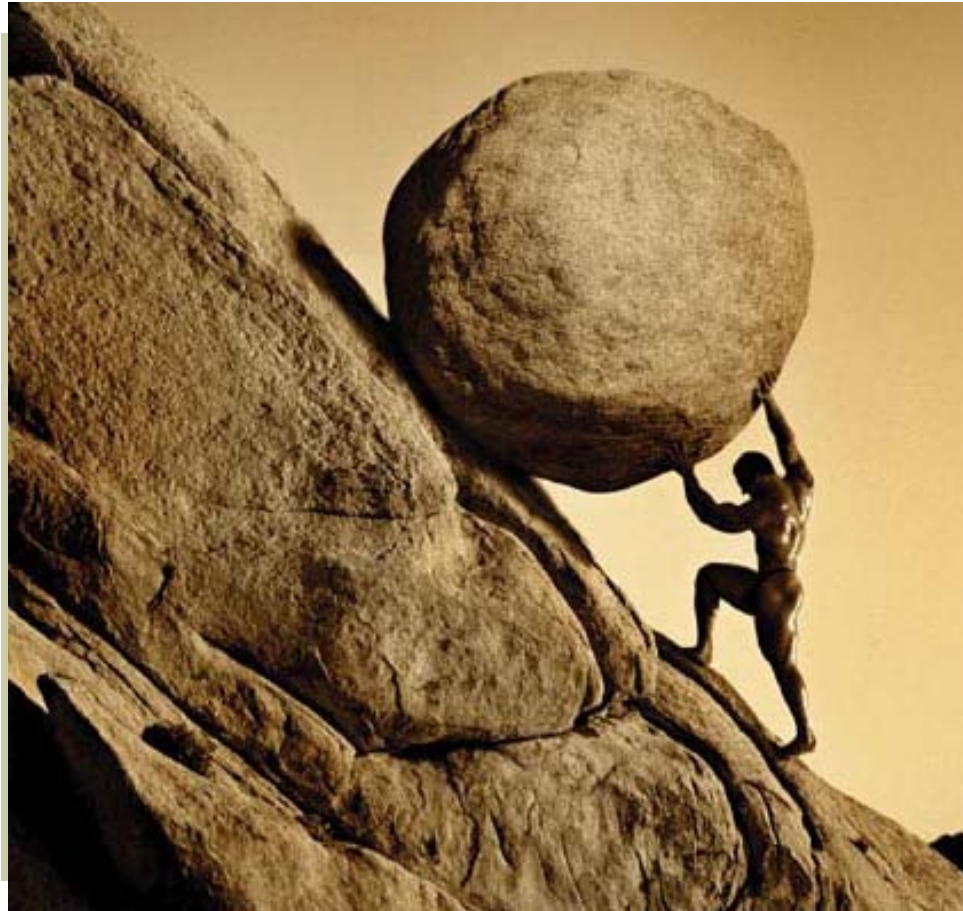
Two Options When Promoting HU...



Two Options When Promoting HU...



Culture Change...





Every organization is perfectly aligned to get exactly the results it is getting



**If you don't manage
your culture- your
culture will manage
you**



Event-free, worldwide- one life at a time™



Individual Performance Model™

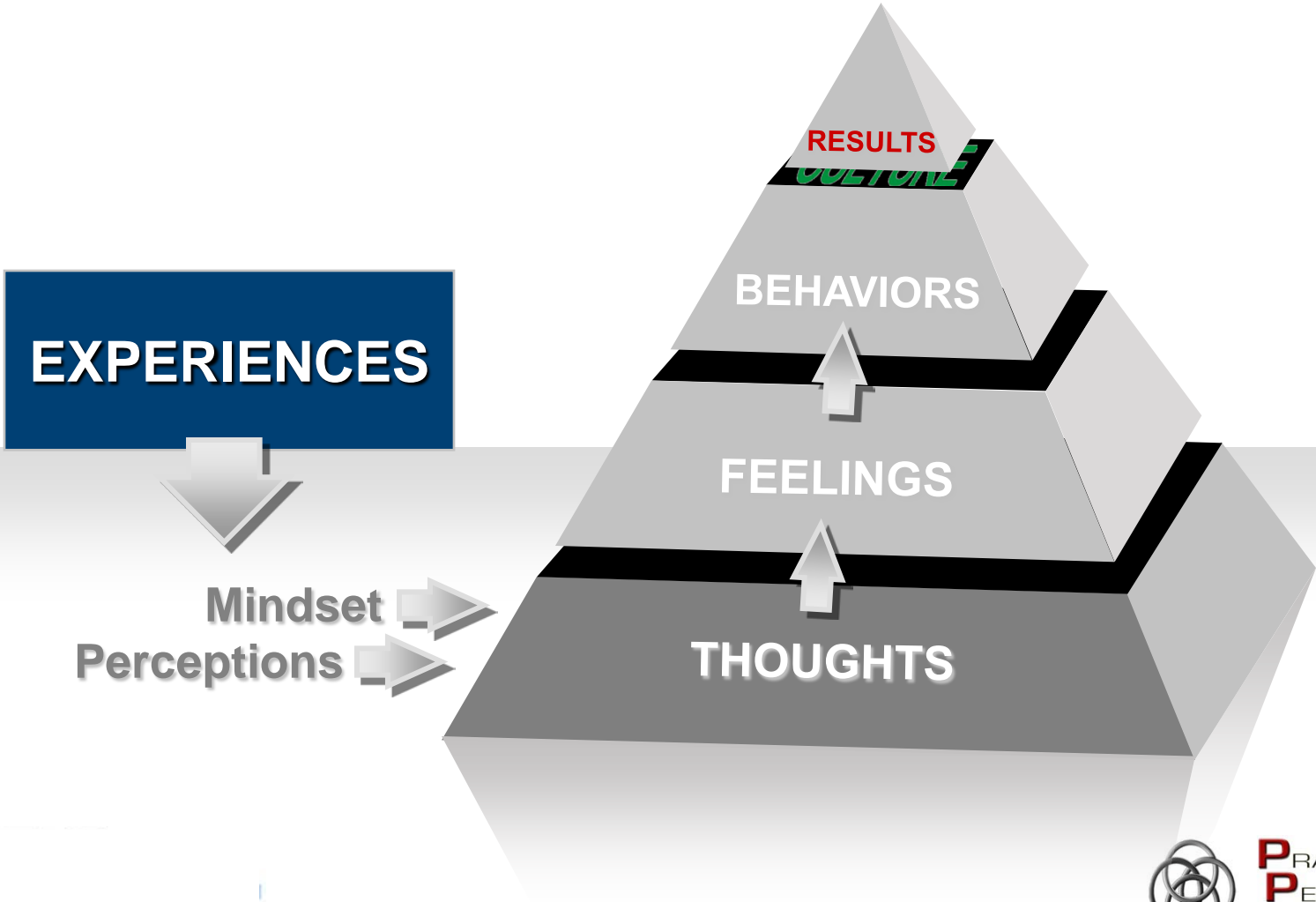


* ON-PURPOSE

* SITUATIONAL



Culture Determines Results





COMPLIANCE



**DISCRETIONARY
EFFORT**



Personal Screening Process

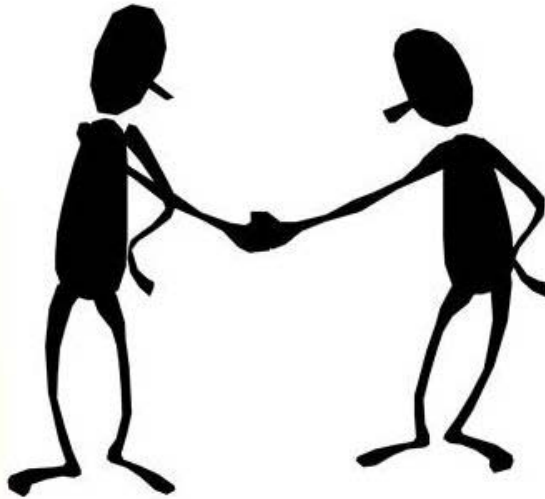


▪ **Is this relevant? (motivation)**



▪ **Can I do this? (ability)**

Personal Screening Process



▪ (motivation) -

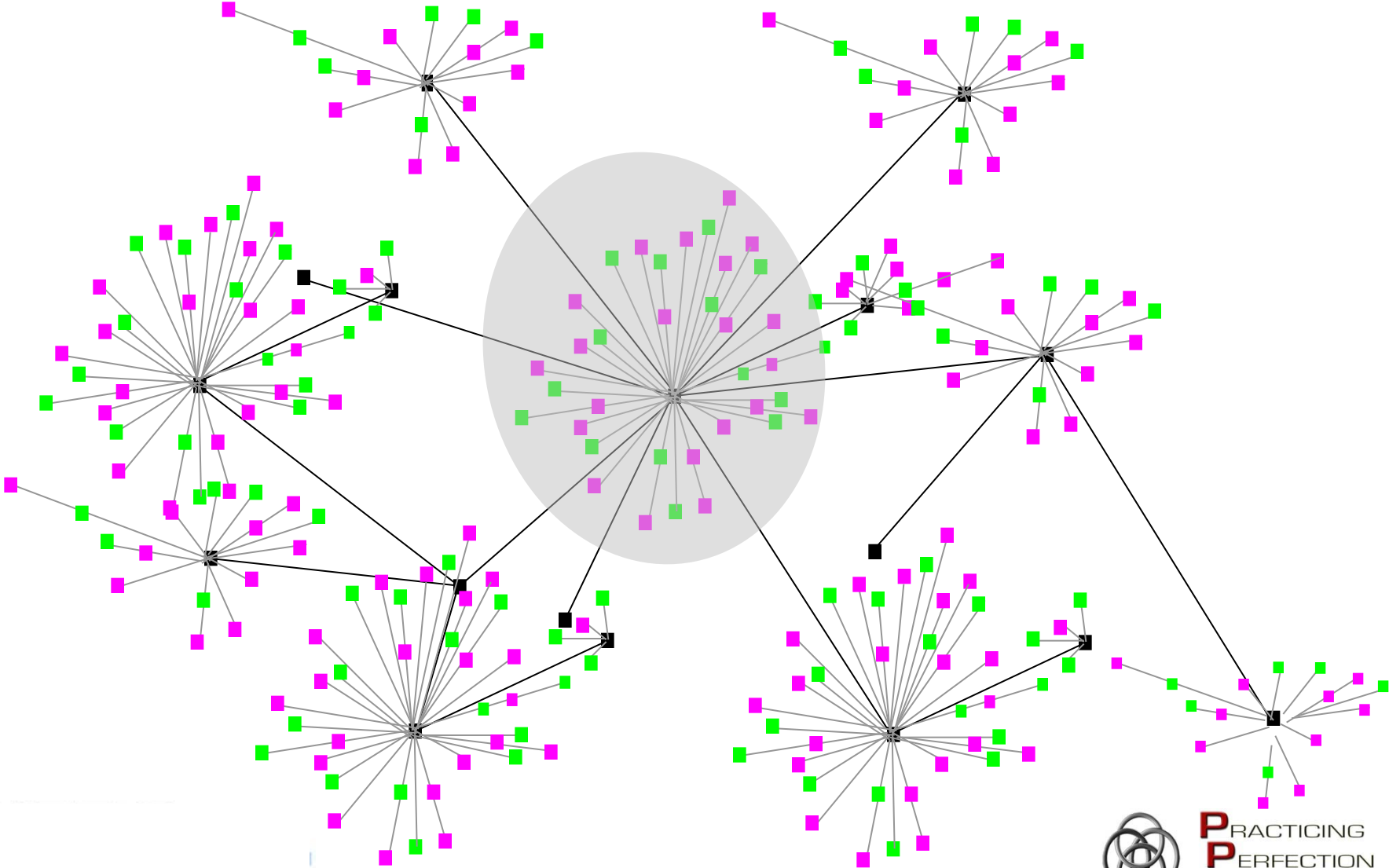
WIIFM?



▪ (ability) -

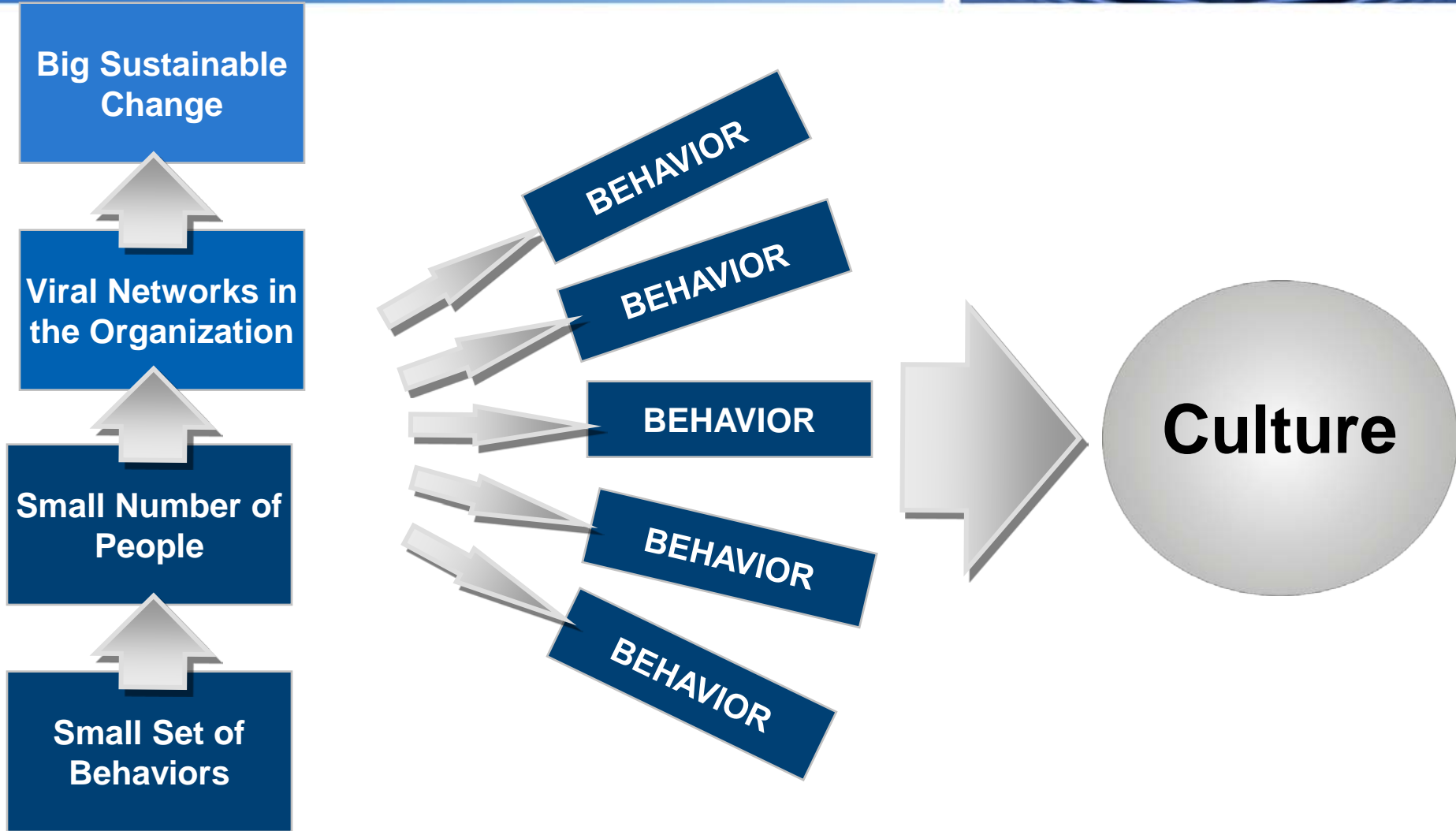
Fast-Simple-Easy

Viral Change



PRACTICING
PERFECTION
INSTITUTE

Viral Change





$$CW = CC - CB$$



Vital Behaviors:



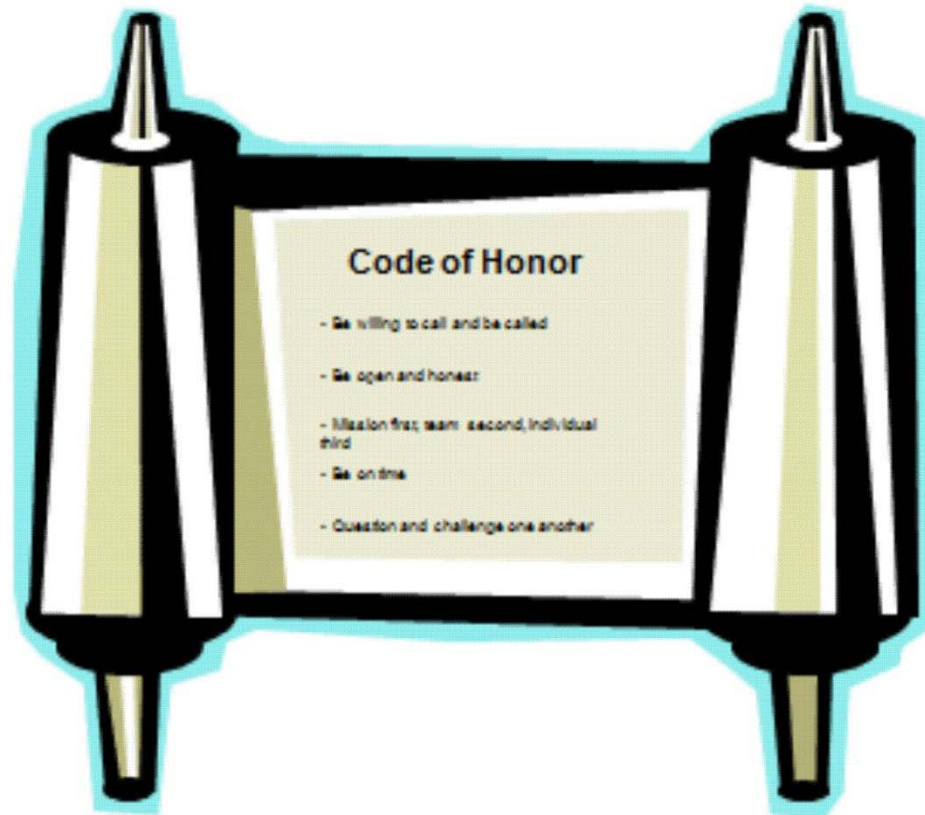
- **Weigh yourself daily**



- **Eat breakfast**



- **Exercise in your home**





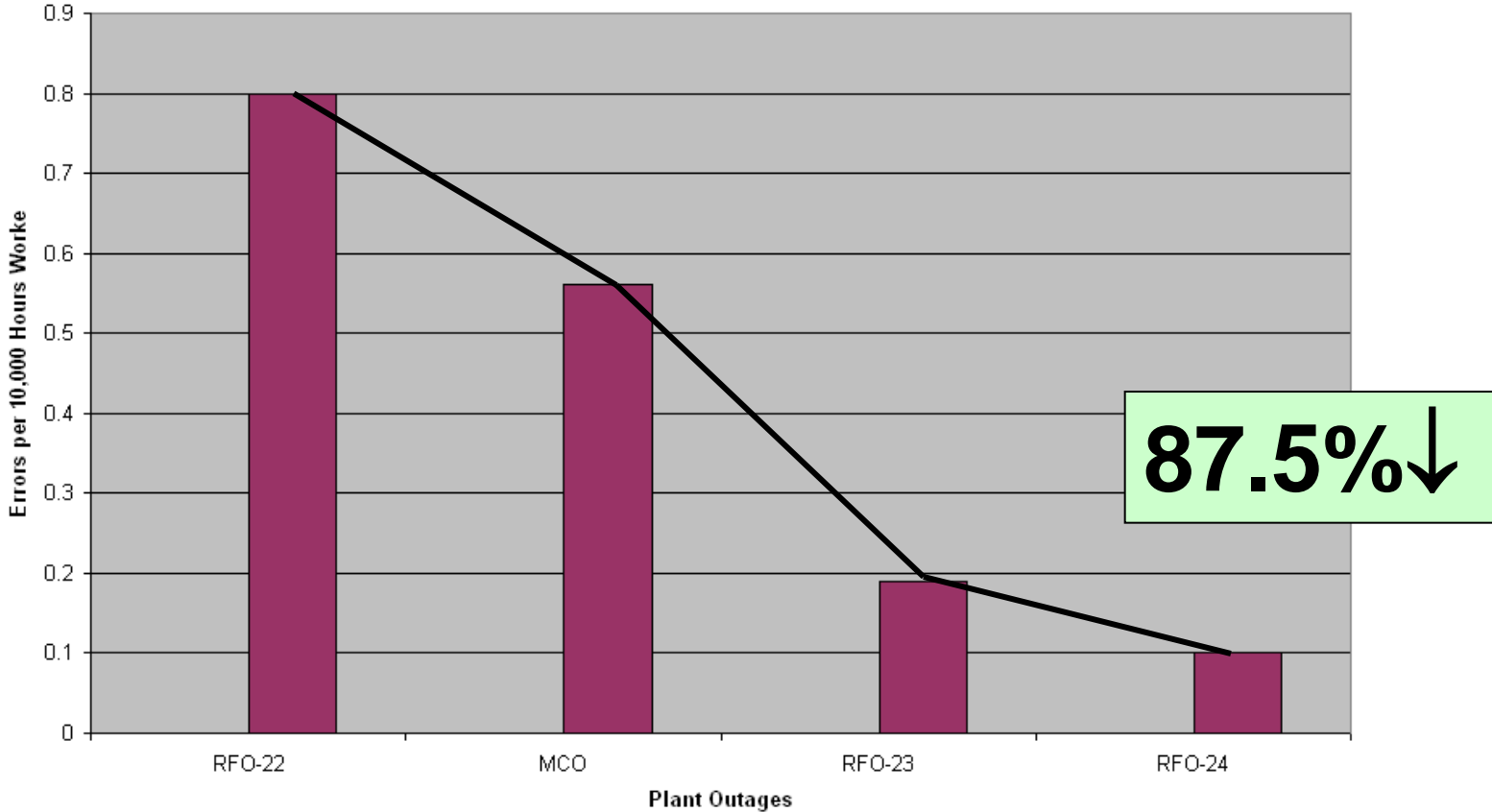
Next-Level Human Performance

Achieving Sustainability

Next Level Performance



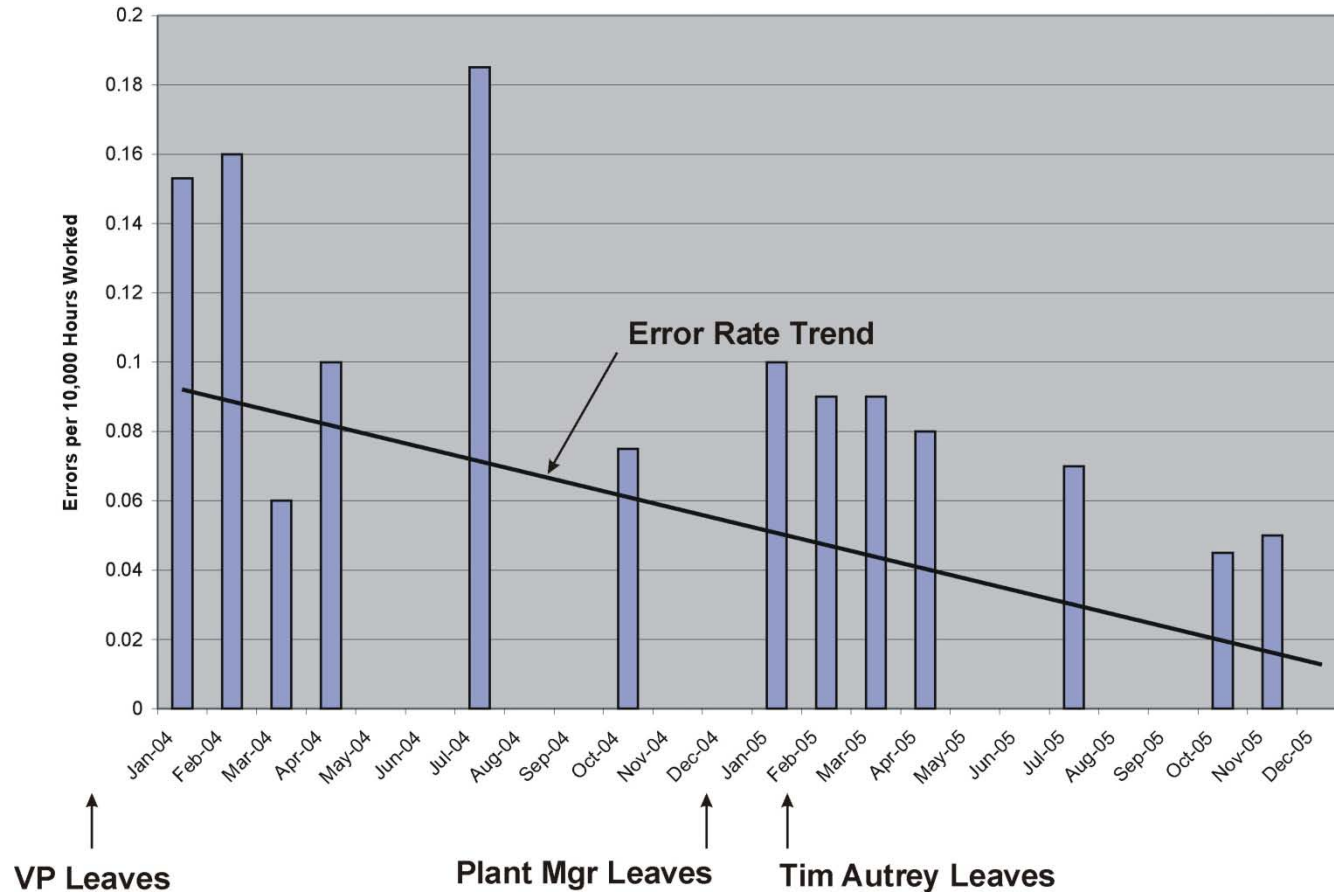
Refueling Outage Error Rate



Culture Change...



2004-2005 Error Rate



Performance Improvement Effort





FIRST: Figure out what YOUR “Next-Level” is, THEN...



- **WIIFM?**



- **Focus on the “lynchpins”**



- **Senior Leadership Support**



- **Positive, Consistent, Coherent Effort**



Vital Behaviors:



- **Consistently use Error Elimination Tools™**



- **Internalize Proactive Accountability™**



- **Act upon lessons learned**



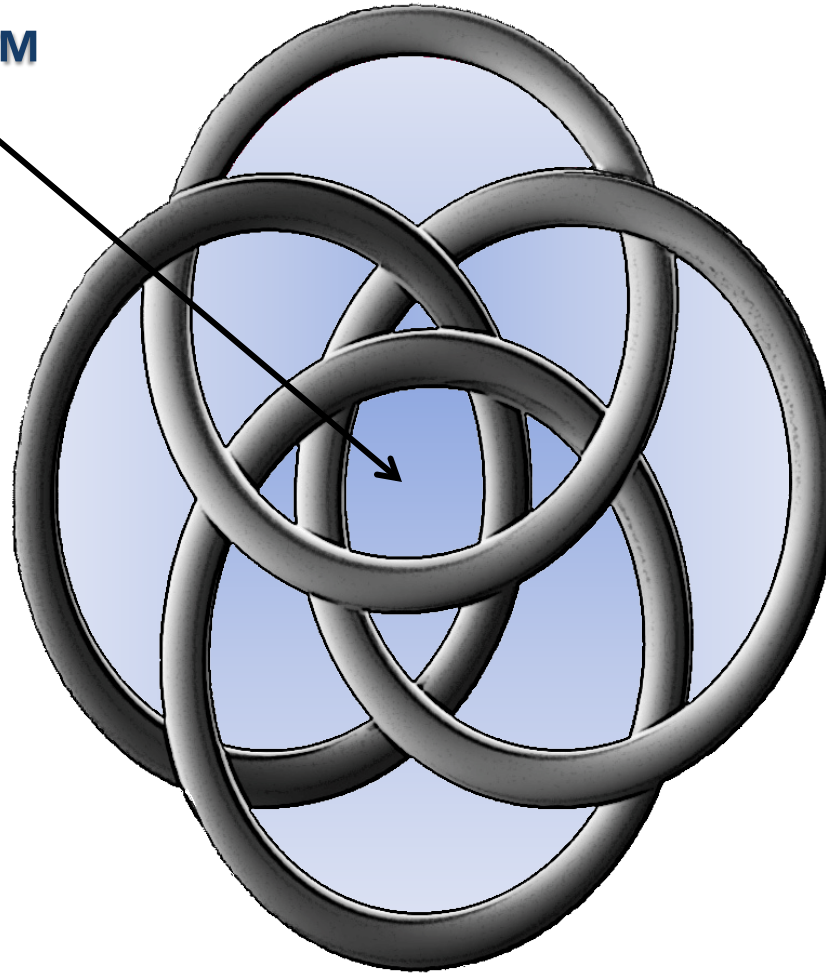
- **Engage one another based upon Principles**



TOOLS

HU FACTOR™

**PROACTIVE
ACCOUNTABILITY™**



LEARNING

ENGAGEMENT



**People don't care
how much you know
until they know how
much you care**

Think Different



**THINK
DIFFERENT**

Do Different



Practicing
Perfection
✓ **I**nstitute

**DO
CHOICE™
DIFFERENT**



It's up to you...




**The choices I make
dictate the life that I
lead**

Your Goal...




PA * PL * VC = VA





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When mistakes are not an option™

MEMBER AREA

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GETTING STARTED

- > **WHAT can Practicing Perfection™ do for ME?**
 - >> Medical
 - >> Industrial/Manufacturing
 - >> Health & Safety
 - >> Transportation
 - >> Orthodontics
 - >> Nuclear
- > **How likely am I to make mistakes?**




Get started with our quick PulseCheck. In less than 5 minutes you can determine how likely it is for you and your team to make mistakes.

>> Take the quiz now.
- > **HOW can anyone actually "Practice Perfection"?**

View the video below to find out...

ERROR ELIMINATION FORMULA REVEALED




Let's be honest. Most of us think that mistakes simply happen - that human error is inevitable. After all, "to err is human," right? Wrong. Human error can be stopped. How do I know this? Immersed within the most highly regulated industry in the world for the past 23 years, I discovered the formula. Want to know the secret? Click the audio link below and listen. It just might be the most important 2 1/2 minutes you will ever invest for the future of your business.

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For the audio transcript click here.

The 'MAGICAL UPWARD SPIRAL'



- > **BREAK the Chain of Human Error**
- Is there a 'magic bullet'?

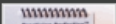
Here's a kick-in-the-rear piece of insight for you and your team:

Things are the way they are because they got that way.

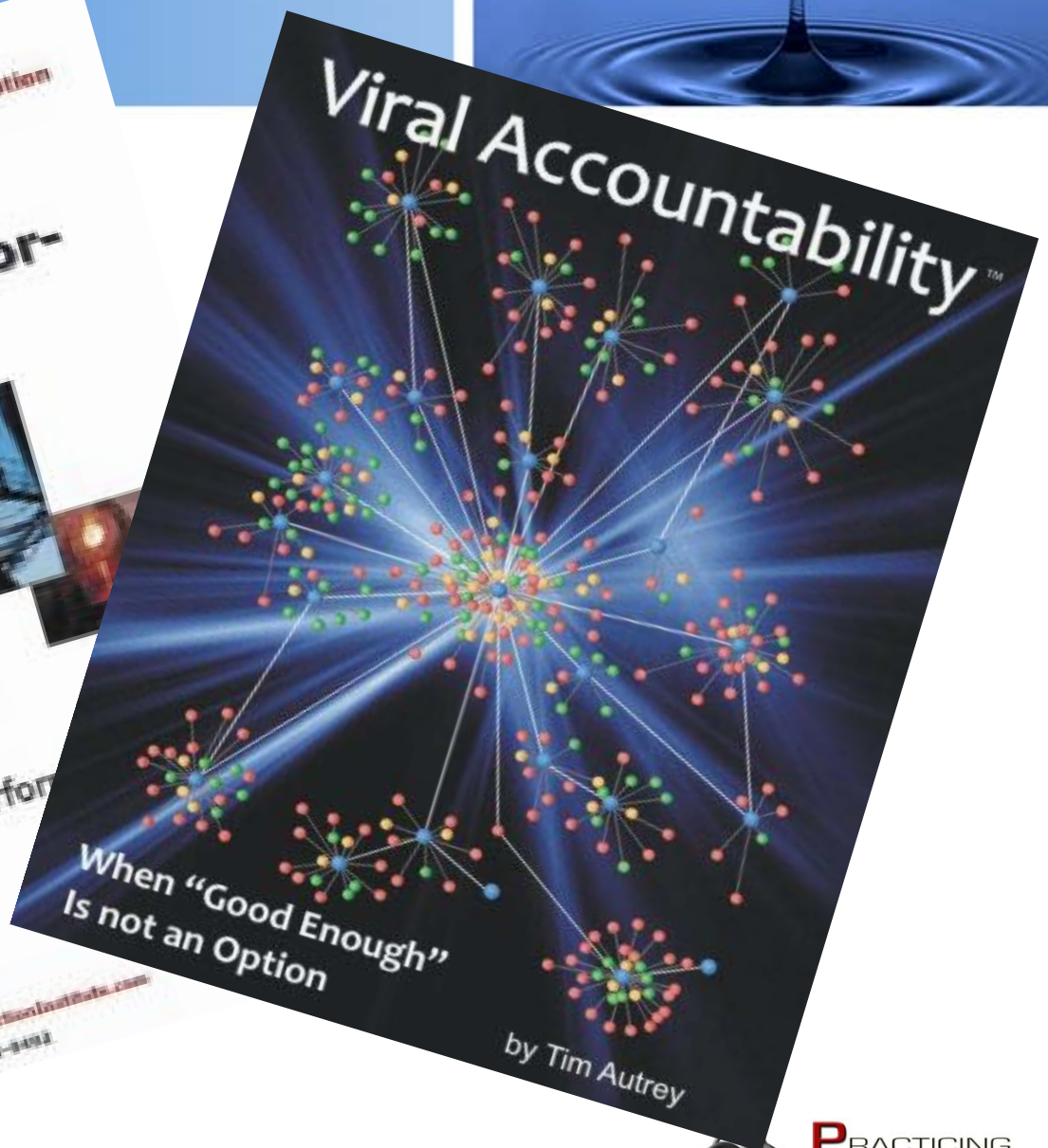
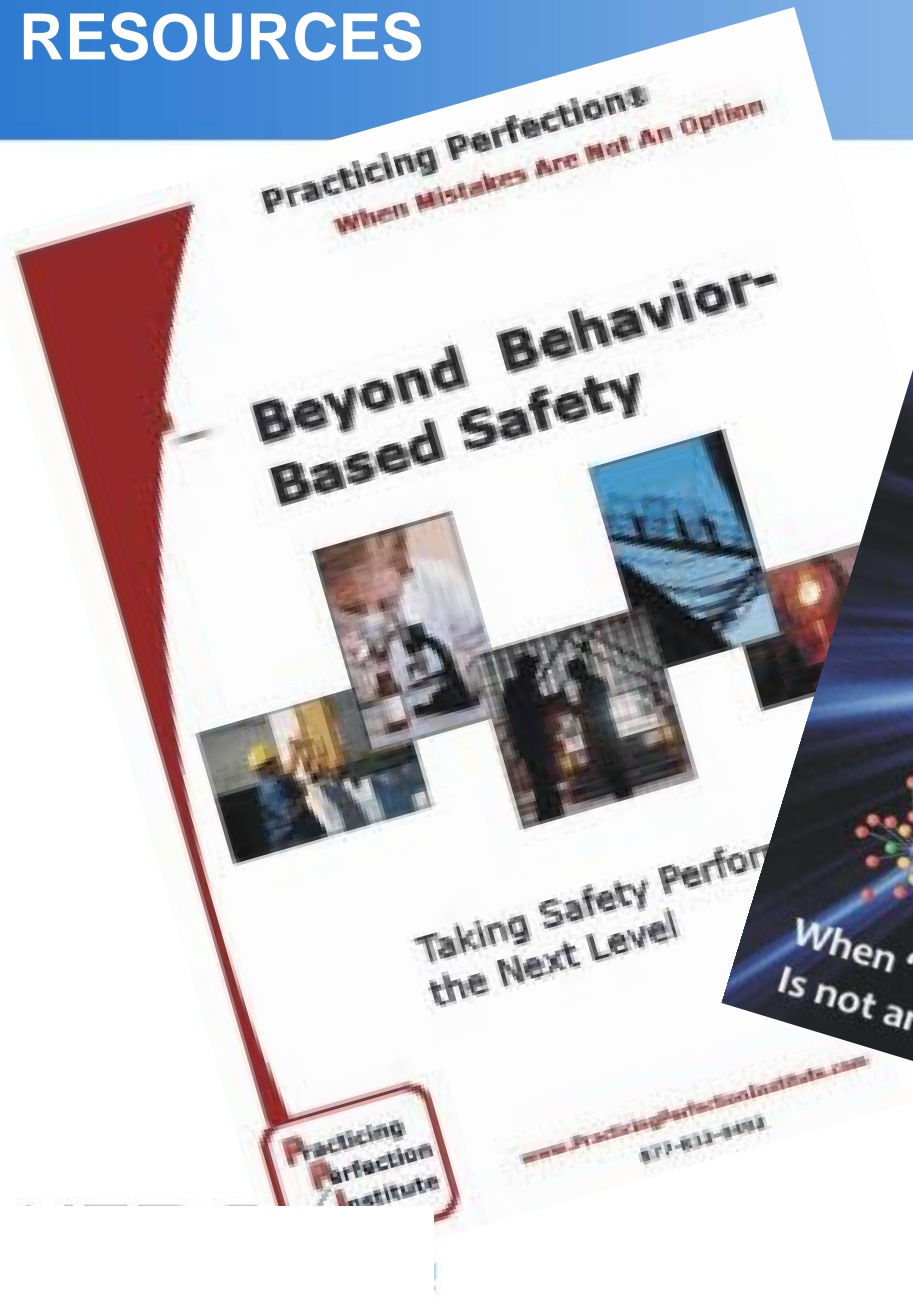
You should now be asking, "Okay, so how do I figure out how things 'got that way?'"

KEY ELEMENTS

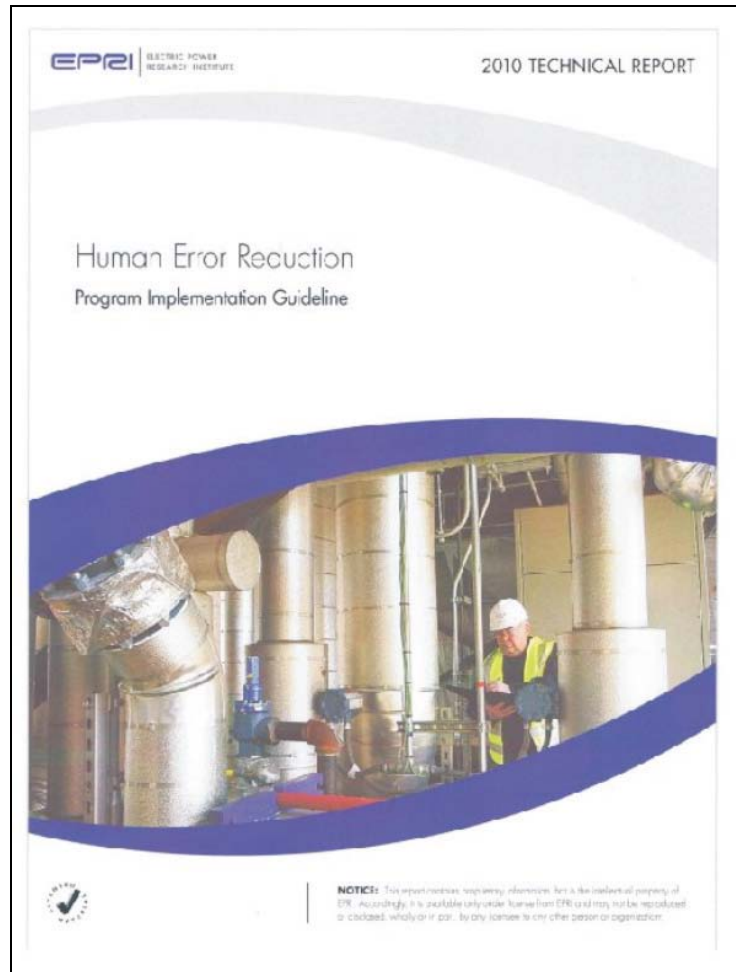
- > **FAST. SIMPLE. EASY.**



RESOURCES



Success...



1019687





PPC Certification Courses:



▪ **Week of April 23, 2012** **Hartford, CT**



▪ **Week of May 7, 2012** **Bridgman, MI**

The only thing that matters...

