

Organizational Effectiveness

Phase 2 of “HU”

Organizational Effectiveness

- The measured ability of the organization to achieve stated goals



The formula...

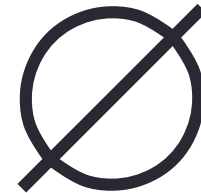
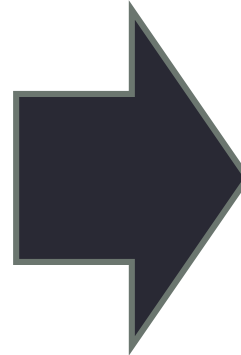
FREQUENCY

SEVERITY

Re

+

Md



E

(Reducing Errors)

(Managing Defenses)

(Leads to)

(Zero Events)

Organizational Effectiveness

Do we really believe he caused this?



Organizational Effectiveness

Organizational Behavior



Expectations

Md

Values

Training

Individual Behavior

Re

Procedures

Norms

Equipment

Coaching

Procedures

Policies

Organizational Effectiveness and Goal Alignment



communications

communications

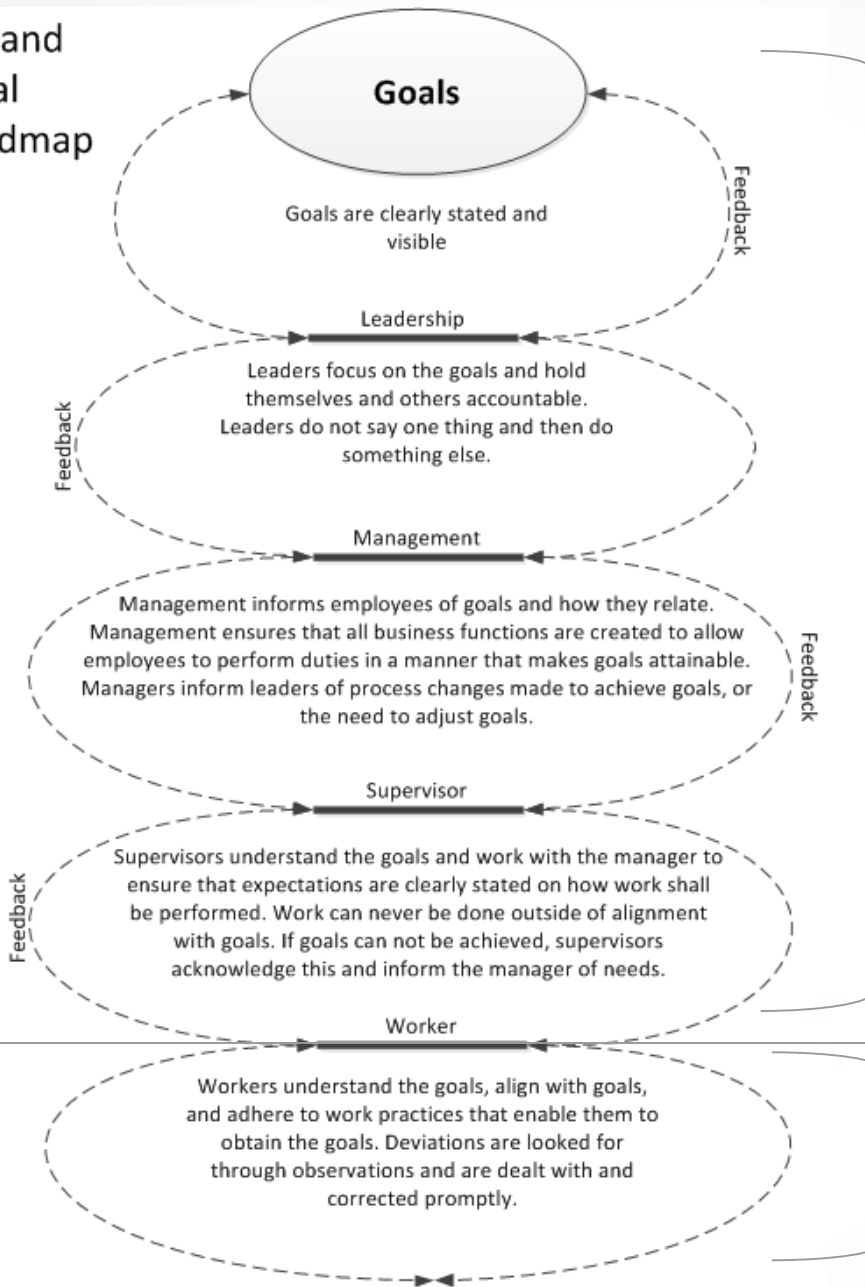
communications



One way communications,
reduced visibility of goals

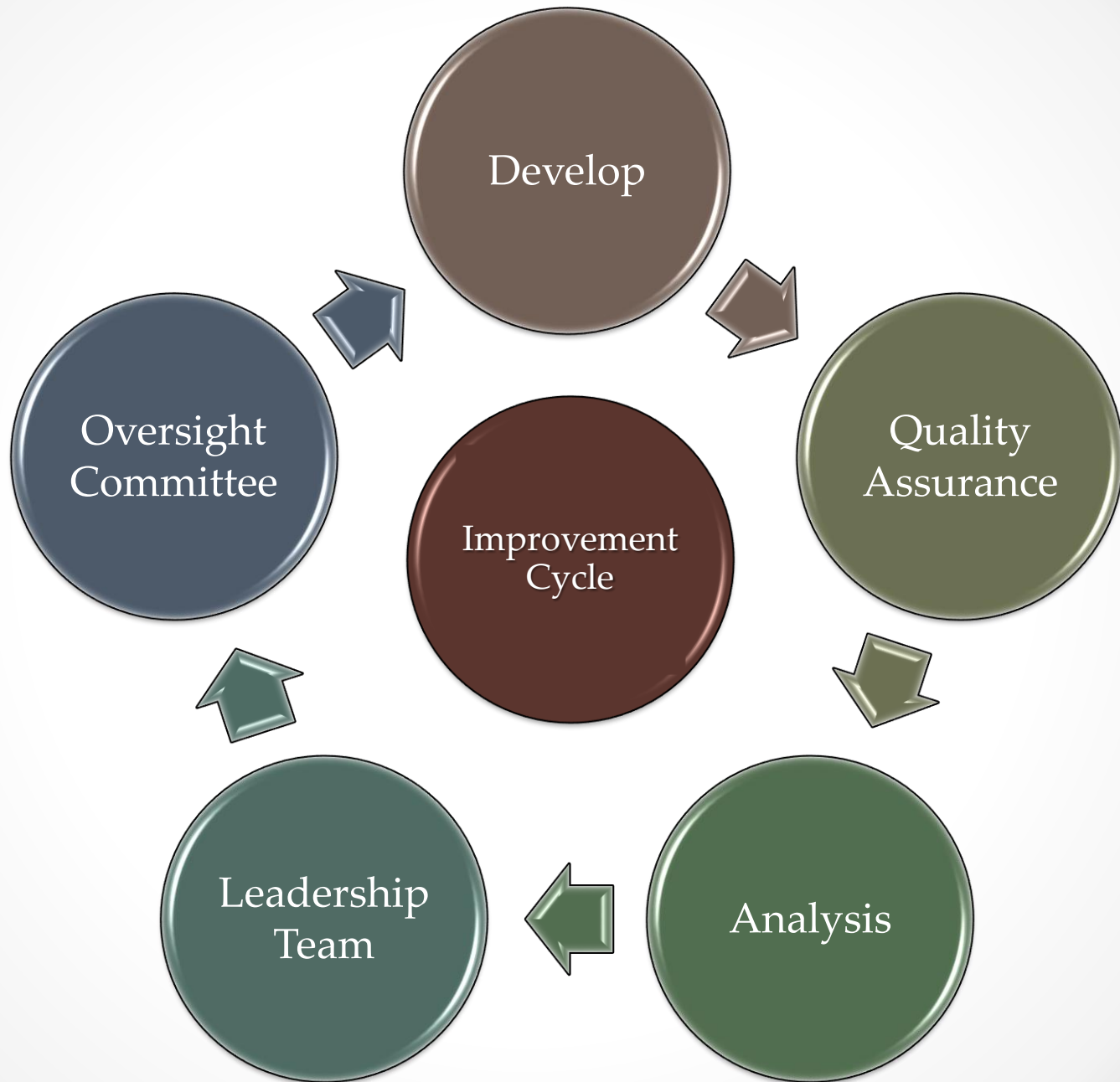


Goal Alignment and Organizational Effectiveness Roadmap



Managing Defenses
(90)

Reducing Errors
(10)



Alignment Targets



Instead of talking about these, we are training every employee on what they mean.

Standards

- Developed standards for “Organizational” behavior to look at how we are doing with these....



Scorecard

- Measures created on how well the overall Organizational Effectiveness is progressing...

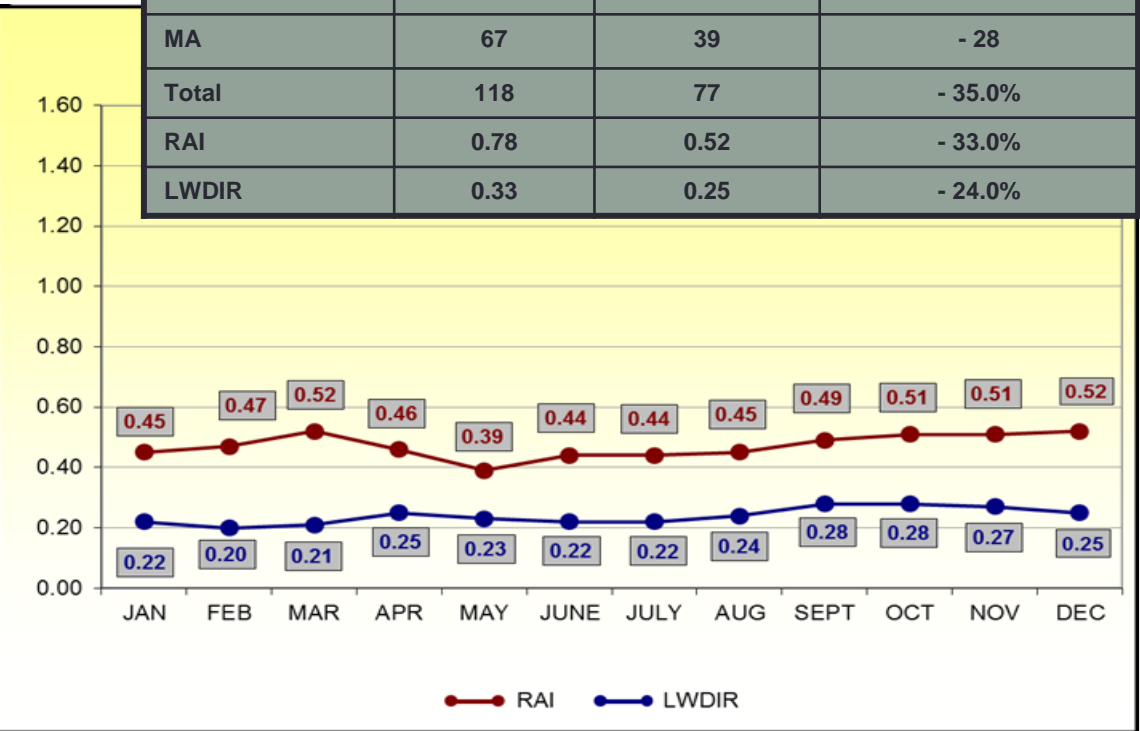
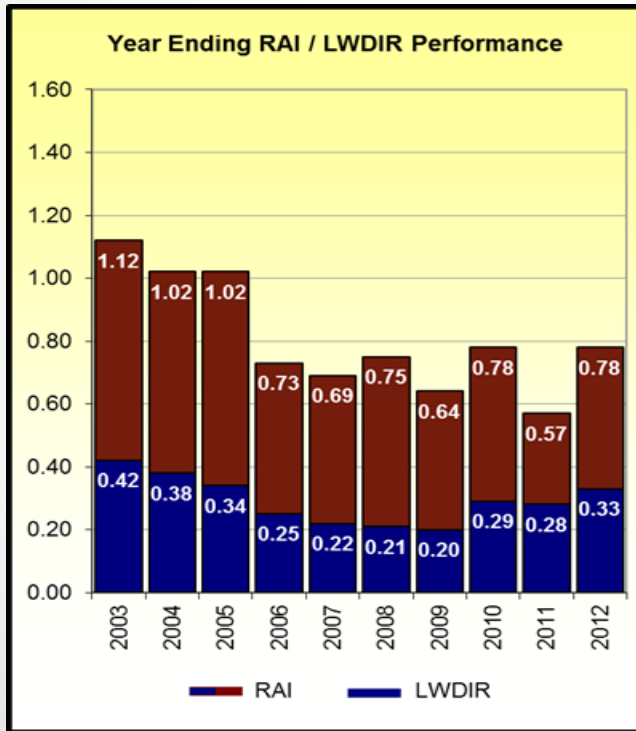
Implementation Guide: <u>Commitment</u>									
									SCORE
Element of Commitment : Never tolerating unsafe behavior from any employee or contractor									
Employees demonstrate a clear expectation of their unwillingness to allow any person to violate safety rules as they pertain to _____. This is demonstrated in daily discussions, it is demonstrated through actions in the workplace, and can be seen in recent work orders or business unit plans.									
<u>A</u>									
Employees sometimes stop work when they think it might result in someone getting hurt but for the most part when it comes to _____, they will allow the behavior to continue if no one is watching.									
<u>B</u>									
Employees really do not value the _____ initiative and can not understand why it is being implemented. Since they have not internalized the change, they are willing to walk by unsafe behavior.									
<u>C</u>									

January 2014 Safety Report

Entergy Performance

Wrap Up

YTD December	2012	2013	CHANGE
Fatality	1	0	- 1
LT	24	17	- 7
RD	26	21	- 5
MA	67	39	- 28
Total	118	77	- 35.0%
RAI	0.78	0.52	- 33.0%
LWDIR	0.33	0.25	- 24.0%



* RAI = Recordable Accident Index = Fatalities + Lost Time Accidents + Restricted Duty Accidents + Medical Attention

* LWDIR = Lost Work Day Incident Rate = Lost Time Accidents + Restricted Duty Accidents

Questions /Comments?



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