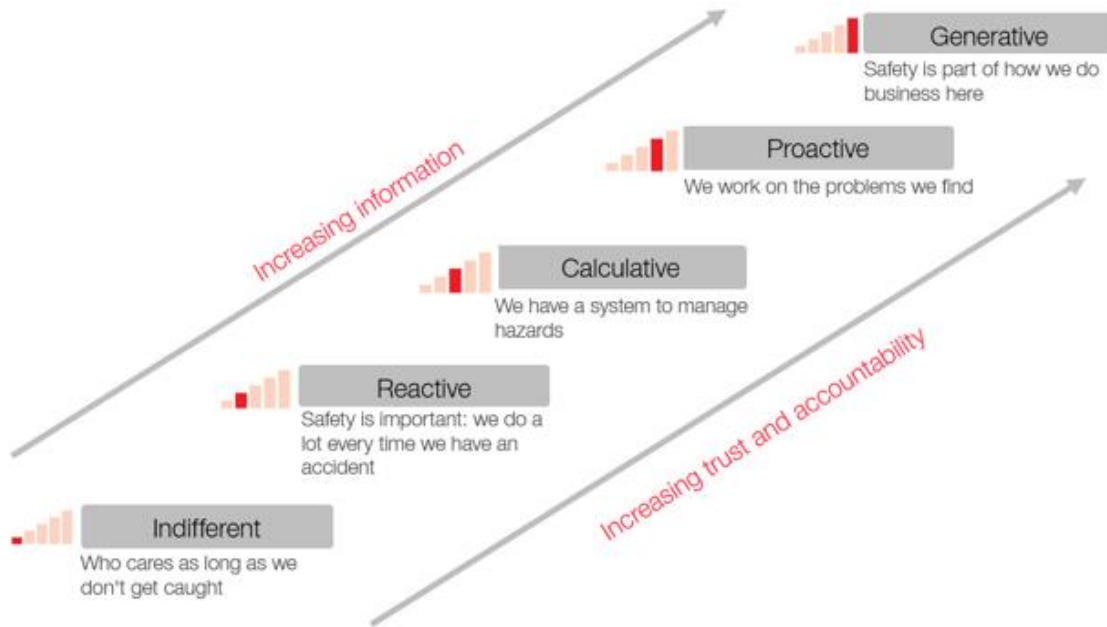


Basic principles.



The Survey of Safety and Quality Culture is based on the **Hudson five-factor model of safety culture** (2007) and provides an informed discussion of the current **level of safety and quality culture in teams**. With the help of a structured process, the safety and quality culture is **discussed and assessed** from the perspective of the employees (**self-assessment**) and the managers (**external assessment**) on the basis of **20 topics**.

Card box.

- The card box contains a **facilitation guide**
- The card box also contains **7 main topics**.
 - For each topic there are **2-3 subtopics** (20 subtopics in total)
 - For **each subtopic** there is a **set of 5 cards**, i.e. one card for each maturity level
 - For **each subtopic** every card contains **one question or one statement** reflecting one of the **maturity levels**
- The behaviour descriptions are designed to stimulate discussion about one's own experiences and specific everyday examples



Card box.



Work process and regulations

- Rules and regulations
- Safety vs. performance
- Say STOP



Leadership responsibility

- Relationship with the superior
- Safety talks
- Roles and responsibilities



Attentiveness and working proactively.

- Attentiveness
- Near-accident



Communication and learning

- Reporting system / reporting culture
- Feedback loop
- Briefings



Dealing with mistakes

- Personal behaviour
- The superior's behaviour
- Fairness guideline



Creating the conditions for safety & quality

- Working conditions / general conditions
- Continuous development
- Tensions in the team



Improvement management

- Conflict of objectives
- Quality issues
- Lessons learnt

Process of the Survey of Safety and Quality Culture in Teams.



Clarification of assignment (approx. 30 minutes)

- Choice of survey (external and/or self-assessment)
- Explain the objectives of the workshop
- Decide number of participants (ideally 5-7 participants)
- Select category and topics (max. 2 topics)

In the workshop (approx. 2-2.5 hours)

- Explain the objective and process
- Approx. 50-60 minutes per topic
- Put cards for topics 1 & 2 up on A2 posters around the room
- Participants "quietly" reflect on the 5 levels of maturity of topics 1&2, write down examples on Post-Its and stick them onto the posters
- The group reviews and discusses the posters one after the other.
- Discussion and determination of a maturity level for each topic / sub-topic
- The facilitator records the areas of action
- Feedback round and conclusion

Evaluation of results (approx. 1h).

- In a follow-up session, the participants (with or without facilitator) discuss how they can do even better in topics 1&2 and what this would require.
- Possible reassessment after 1-2 years