



Communication and learning.

What happens after an accident?

Level 1:



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As a rule, the blame is attributed to the employees involved and sanctions are imposed. In most cases, it must be possible to confirm (mainly with the manager) that all applicable rules and regulations have been complied with. Quality is not taken into account.

Level 3:

The manager takes note of the accident. However, the supervisors and the company are more concerned with their accident statistics and are upset that something has occurred again.

The accident is treated rather superficially within the team, but immediate measures are derived. However, the quality of these immediate measures is limited.

Level 5:

The manager and the company see the accident as an opportunity to adjust processes so that similar incidents do not happen again.

The accident is analysed in detail by the team and long-term accident prevention measures are drawn up together.

The purpose of the measures is constantly reviewed and their quality re-examined.

Level 2: The manager/company takes note of the accident. A cautious conversation takes place: incidents tend to be glossed over somewhat for line superiors, in order to avoid too many critical inquiries. Level 4: The manager takes note of the accident. However, simple explanations are not enough; the manager and the company want to understand the background of the accident and receive quality information. The team analyses the accident

internally and accident prevention measures are

drawn up.

Other questions

- What is the first reaction of management after an accident?
- Do managers tend to consider it their duty to investigate the accident?
- Do managers support the employees involved following an accident?
- Is there a professional care organisation in place?

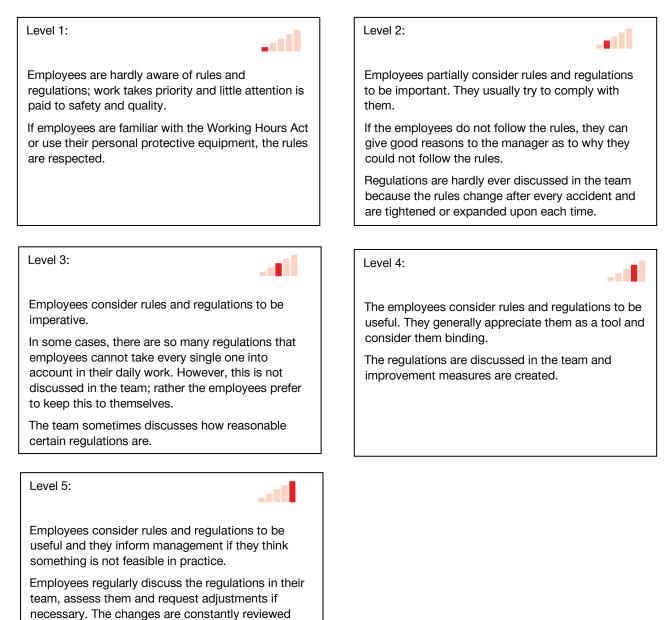
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Work processes and regulations.

How important are rules and regulations for my business?



Other questions

within the team.

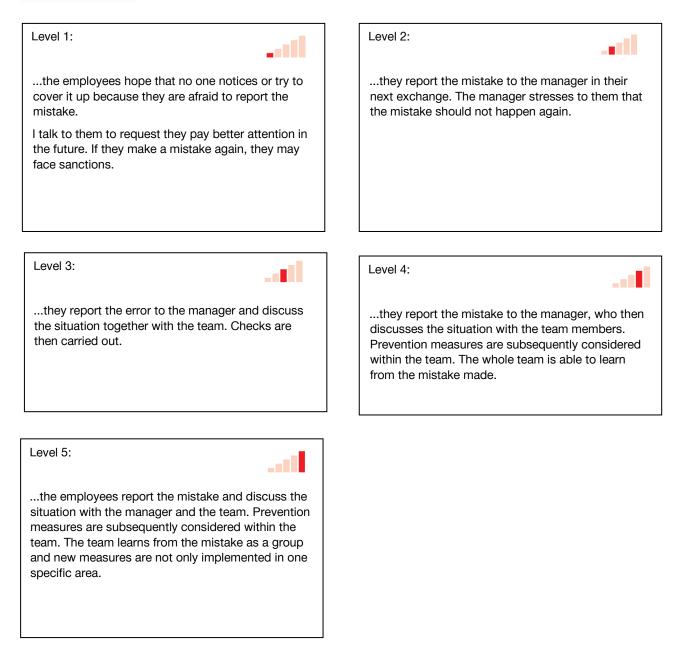
- The rules are written in a simple and comprehensible way so that everyone can understand them.
- Rules serve as legal safeguards after incidents.
- Employees are involved in the creation of rules.
- When we create new rules, old rules are also deleted (to prevent there from being more and more rules).
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Dealing with mistakes.

If an employee makes a mistake...



Other questions

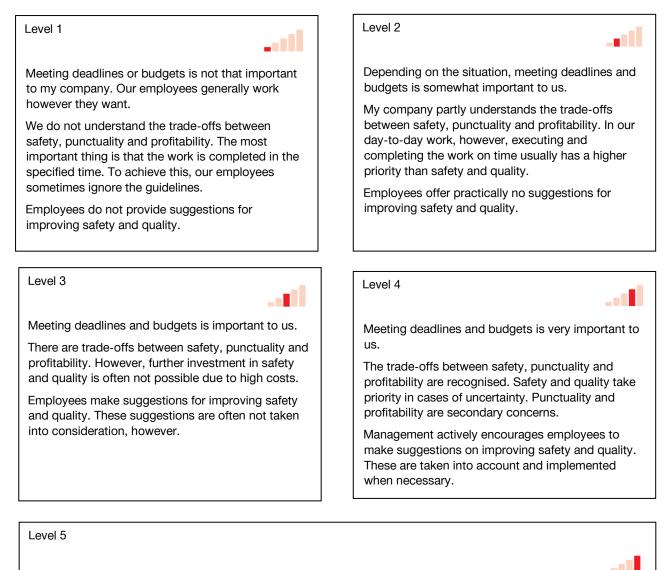
- Do employees report every mistake/close call?
- What happens to these reports? (for example, are they centrally processed and shared?)
- Has it been considered whether such a mistake could also occur to other teams?
- Is dialogue taking place between the teams?
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Improvement management.

How does our company deal with trade-offs (safety, punctuality and profitability)?



Meeting deadlines and budgets is very important to my company. However, we also understand that safety, punctuality and profitability are factors which influence each other (both positively and negatively).

The balance between safety, punctuality and profitability is constantly being redrawn: in addition, investments in safety and quality ensure the long-term, sustainable performance of our company.

Management actively encourages employees to make suggestions on improving safety and quality. These suggestions are taken into account, implemented where possible, and reviewed after a certain period of time.

Other questions

- Are the trade-offs between safety, punctuality and profitability discussed openly at management level too?
- Is the principle of 'safety as our top priority' genuinely embraced or is it more a case of lip service? (actions instead of words)
- ...