Making an Accountability Map

How to measure accountability consistently without blame

Blame-free accountability is a collective commitment from an organization, its leaders, safety professionals and workers to four principles: communication, transparency, safety and outcomes.

By creating an accountability map—a tool that demonstrates communication, identifies responsibilities, displays initiative and contextualizes issues in the bigger picture of an organization—we can measure our commitment and help build a blame-free workplace.

All it requires is the routine and transparent measurement of goals, responsibilities, actions and timing, as seen in the example below of an organization committing to reducing slips, trips and falls.

This map can take many different forms depending on your preferences and workplace culture:

- Draw it out on a dry erase board.
- Use a shared spreadsheet in an online portal.
- Upload it to your facility's digital display.
- Discuss updates to the map in your regular meetings.
- Send updates in biweekly emails.

However you choose to implement it, the key is to use this tool regularly. A well-maintained accountability map indicates that an organization is taking its commitment seriously, while one that's fallen out of use can be a warning that blame is poised to seep back into your culture. Keep your map updated and stay on the road to blame-free accountability.

Commitment What has your team committed to?		**Persons/ Departments** Who does this commitment directly involve?	
Reduce the number of slips, trips and falls		Management & Workers	
Action Proposed What action has been proposed to remedy the issue or maintain what's already going right?	**ETA** What is the timeline for the proposed action?	**Status** Is the proposed action in planning, implementation or completion phase?	**Last Updated** When was this commitment and proposed action last checked-in on?
Improve housekeeping during shift	Ongoing	Implementation	04/11/25
Modify output expectations to minimize rushing	~~14 days~~	Complete	04/14/25
Practice habit of moving your eyes before you move your body	Ongoing	Implementation	04/11/25
Implement systems for checking progress	30 days	Planning	03/28/25
Celebrate success	Weekly	Implementation	04/14/25