

 SAFESTART[®] FORUM
FOR HUMAN FACTORS PRACTITIONERS

2025

CINCINNATI, OH
OCTOBER 28 & 29

HUMAN FACTORS REVIEW

Rhonda Piggee Johnson- MS, CSP

INTRODUCTION

- Background includes:
 - Nutritional Products Industry
 - Packaging Manufacturing- Pulp and Paper
 - Military Support Contractor in Iraq
- 2006 – Bachelors in Human Development – Psychology
University of Houston
- 2011 – Masters in Occupational Safety & Health
Columbia Southern University
- – OSHA OTI Trainer – General Industry
- **2013 – Certified Safety Professional**
- 2014 – “Rising Stars of Safety” Award
- 2020 – Author “ToolBox Talks for Kids”
- Hobbies: Cooking and Travel



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AGENDA

- What is a Human Factors Review (HFR)
- When to have a Human Factors Review
- Review Process Overview
- Benefits of a Human Factors Review





PRE LAUNCH HFR- OVERVIEW

- Address issues before SafeStart implementation to improve probability of success.
- Identify Strengths and Challenges
 - High turnover
 - Leadership support
- Identify opportunities in existing processes
- Is infrastructure designed for integration
- Strategies to engage bargaining unit
- Design of detailed roadmap
 - SafeStart or SafeLead should be implemented first
 - Multiple sites - where should we start
 - Well performing sites
 - Under performing sites
- Leadership Development
- Select right people for steering committee and trainers
 - language skills
 - influencers
- Determine if additional assessments are needed.



POST LAUNCH HFR- OVERVIEW

- Together, we outline overall objectives and discuss findings and recommendations for improving:
 - Employee knowledge level, receptiveness and skills/habits
 - Supervisor skills
 - Long-term metrics (injury rates, near-miss reporting, leading indicators, etc.)
 - EH&S system integration
 - Steering committee activities and leadership support
- Decide what services should be next.
- Helps us feed both our organizational learning loops.



**Tell us how
we're doing!**

REVIEW PROCESS OVERVIEW- 3 COMPONENTS

- Pre-Visit- Virtual Webinar
- Review- In person or Virtual
- Post- Visit- Virtual Webinar

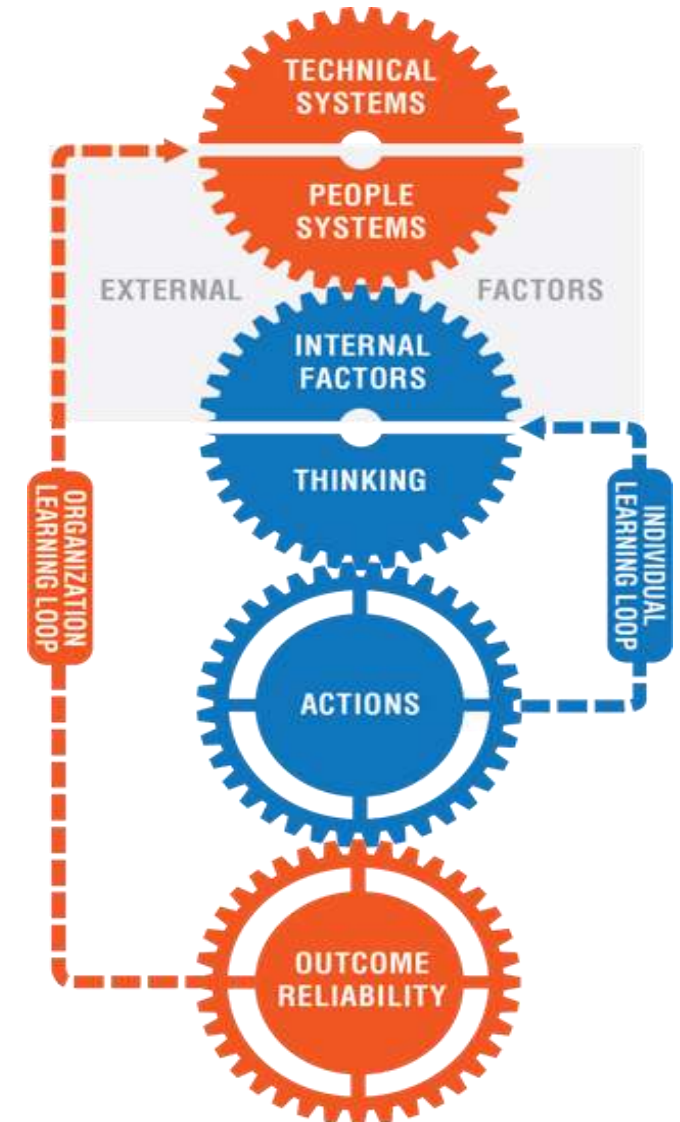


COMPONENT 1- PRE-VISIT WEBINAR



PRE-VISIT WEBINAR-AGENDA

- Identify Goals for the Visit
- Agenda
- Document Review Request
- Discuss Logistics



PRE-VISIT WEBINAR- WHAT ARE YOUR GOALS?

- Common challenges
- Site specific Challenges
- What do you want to gain from our time together?
- What do you think is going well?
- What do you want further advice on?



THE VISIT-AGENDA- SCHEDULE

- Opening Meeting with Safety Manager Leadership Team
 - Site Processes
 - Training Schedule
 - Compliance/Integration
- Site Tour/ One-on-one with Employees
 - Retention-Perception-Extra Services
- Lunch- Optional
- Steering committee/Safety Team Meeting
 - What have you been working on.
 - What's in the works.
 - Pick my Brain
 - Share Resources
- Certified Trainers Meeting
- One-on-one with Site Manager
- Leadership Meeting
- Abbreviated Closing Meeting
- Adjustments
 - Site Needs
 - Size
 - Number of Days Purchased
 - Site Meetings
 - Add on Days- Extra Services
 - Rate Your State Mentoring
 - Safe Lead SafeFactor
 - Virtual- No Site Tour/Tablet Tour.

AGENDA BUILDING ACTIVITY

- One Day Agenda
- Two Day Agenda
- One Day Agenda with Add Ons
 - Rate Your State
 - SafeFactor
 - Trainer Certification
- Three Day Agenda



PRE-VISIT DOCUMENT REQUEST

- SMS documents (Standard, Manual)
- Values Principles, Mission Statement
- Organization Chart
- Examples of Audit reports
- Incident Management (Standards, NM reporting forms, Metrics, Investigation reports, follow-up documentation)
- Training matrices
- Dashboards related to safety metrics
- KPIs, leading and lagging metrics (all areas- Production, Quality, Efficiency, Environmental, Safety...)
- Communications associated with safety and in general
- Review of any safety relevant internal survey data
- Worker demographics
- Recognition program
- Safety Steering Committee agendas, minutes, action item follow-up documentation

LOGISTICS

- Site Orientation
- PPE Requirements
- Travel



PRE WEBINAR FOLLOW UP EMAIL

- Pre-Read
- Tentative Agenda



Sample Tentative One Day Agenda: Onsite

Schedule: times are Est.

7:45 am: Arrival

8 am Site Meeting (Gemba Walk, Tier One, Pre-shift Etc.)

9 am: Opening Meeting EHS Manager, Site Manager and potentially other leaders.

10am: Site Tour-Employee Interviews: One on One: (add more time depending on size of site).

11am Steering committee:

*The trainers are welcome to join the steering committee meeting or we can schedule a separate meeting with the trainers if needed.

12pm: Lunch (Optional)

12:30pm: Leadership Discussion: Leadership Surveys will be emailed to you.



1 pm: One on One Site Manager

1:30 pm Abbreviated Close Out Close Out with Site Manager/ Site Contact.

*Additional leaders may attend if needed. Please remember that the formal close out will be another day.

COMPONENT 2- THE VISIT



THE VISIT

- Realign on Goals and Agenda
- Execute the Agenda
- Pick a Date For Post Webinar



COMPONENT 3- THE REPORT



THE REPORT- OVERVIEW

- **The Report**

- PowerPoint- The Norm
- Written Report- Occasional

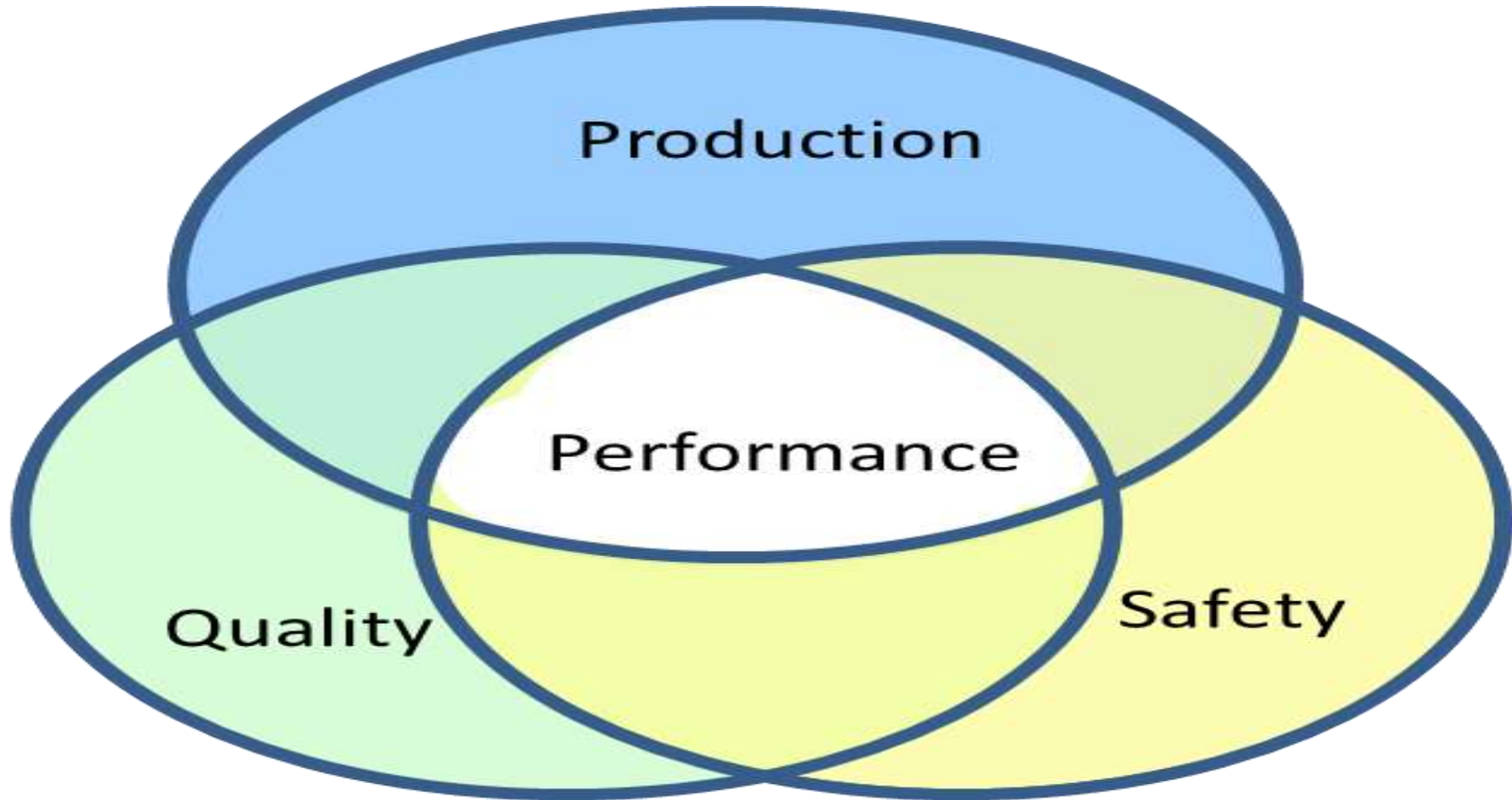
- **Content**

- Human Factors Framework
- Goals/KPIs
- Live interviews
- Observations
 - Leadership Engagement
 - Steering Committee Execution
 - Training Plan and Onboarding
 - Employee Engagement
 - Integration
- Q and A

- **Slides**

- Positive Observations
- Opportunities
- Recommendations
- Speakers Notes
 - Consultant
 - Goal Highlight
 - Client Success Manager

RECENT OUTCOMES AND BENEFITS



RECENT OUTCOMES AND BENEFITS



- Continuous Improvement
- Sustainability
- Tangible Application
- Engagement
- Integration
- Feedback on the Safety Climate Success Factors
- Corporate Governance Team
- Client Success Examples
 - SafeStart Forum Attendees
 - PodCast
 - Lunch n Learns
 - Case Studies

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THANK YOU FOR ATTENDING!