

Human Performance Improvement and Forklift Training

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Commissioner's Meeting

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All Terrain Forklift at CM/RR



Electric Forklift at Wenatchee Warehouse





33,000 lb Capacity
Forklift at Rock Island

HPI Philosophy & Principles

Through continual learning, we constantly improve the defenses that protect us from the errors all of us can make

1

We all make errors – it's a matter of when, not if

2

These errors follow a recurring pattern, and are predictable and manageable

3

Curiosity drives us to examine our practices and learn from our errors

4

As employees, we are the solution, not the problem

5

Excellence is not the absence of failure, but the presence of process and defenses