Human Performance Improvement and Forklift Training

October 5, 2020 Board of Commissioner’s Meeting

Dave Parkhill
Senior Safety and Health Coordinator
All Terrain Forklift at CM/RR
Electric Forklift at Wenatchee Warehouse
33,000 lb Capacity Forklift at Rock Island
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.