

# Human Performance Improvement (HPI) Minute

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# Previous Approach to Runner Hub Assembly and Disassembly



# HPI Approach to Runner Hub Assembly and Disassembly



## 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

# Questions?

