

Dan Pace Meter/Relay Technician CM Technician Shop

HPI Moment 11/2/2020



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

2 Main teaching points

- Situational awareness
- A Questioning attitude:
a mark of professionalism and
the maturity of a company's
safety culture



WHAT COULD GO WRONG
QUESTIONING ATTITUDE

SITUATIONAL AWARENESS

STAR

- S STOP
- T THINK
- A ACT
- R REVIEW

