

Who Really Owns Human and Organizational Performance (HOP)?

Presented by:

David Musgrave, VP, Human Performance Reliability



Our Focus

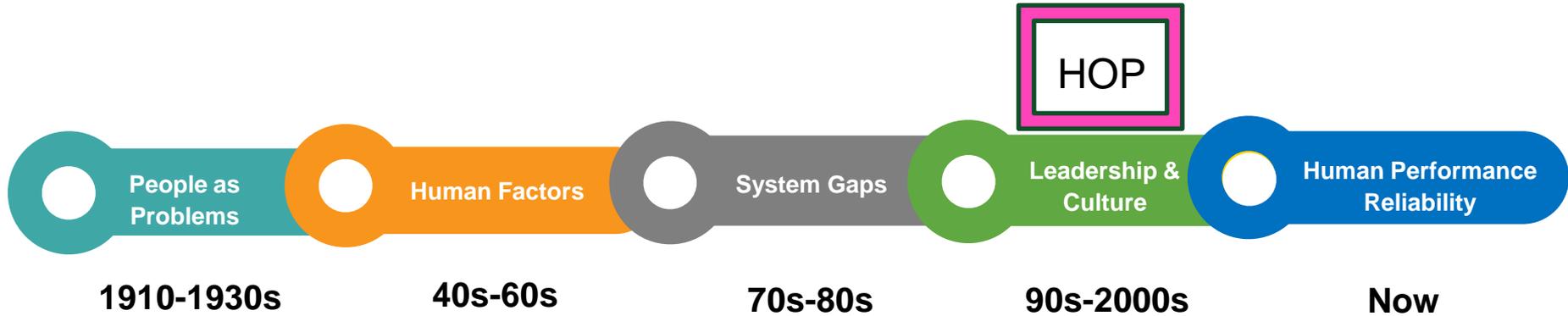
- Participants will gain insight into **best practices on how** Human and Organizational Performance can integrate into an organization.
- Participants will learn how Human Performance Reliability improved through **practical interventions**.
- Participants will be able to understand the importance of **governance** in the success of Human and Organizational performance initiatives.

Poll Question

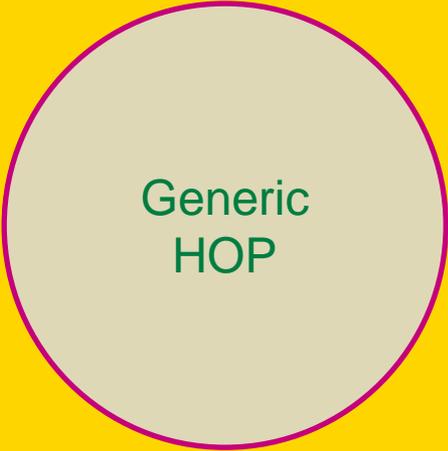


Which best describes what you have seen work well?

Decades of Safety Performance Improvement



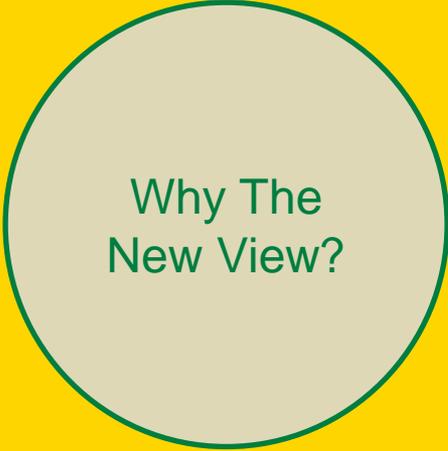
Let's HOP To It!



Generic
HOP



DEKRA's
HPR



Why The
New View?

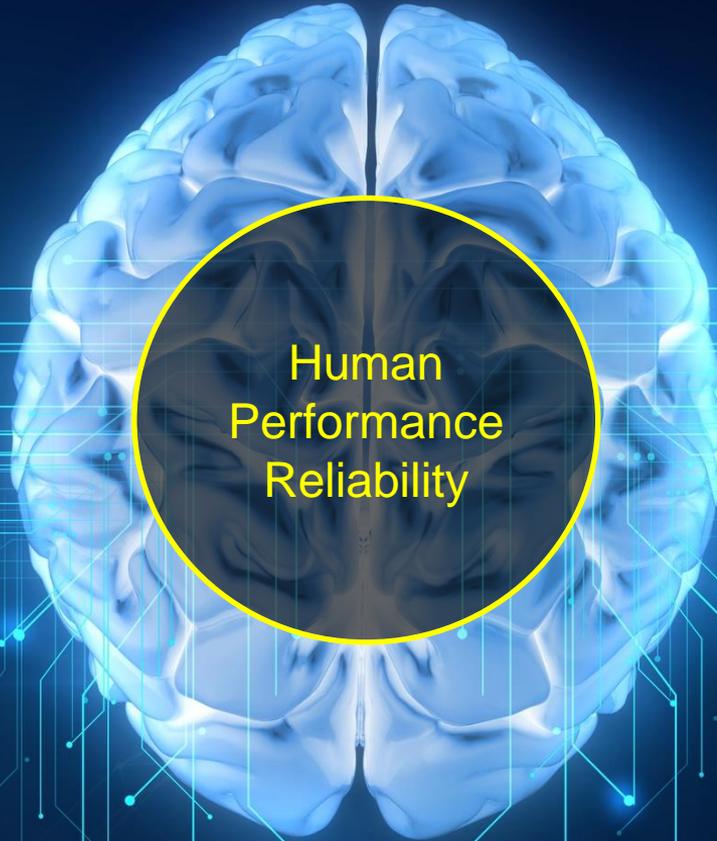
Poll Question

How are Human Performance Interventions viewed where you work?



Best Practices

- Leaders Champion It
- People Incorporate It
- No Shiny New Cars
- Bake It Into Work
- Everybody Errs
- Systems Aren't Perfect
- Governance Leads It
- Frontline Owns It



Human
Performance
Reliability

Results

- **35%** reduction in preventable collision count & **\$2.5m** claim savings in year one
- **46%** drop in recordables in year one; **20%** within 6 months
- **20%** reduction in harsh breaking by drivers
- **17%** drop in SIFp rate

DEKRA's Human Performance Reliability Principles

1. People are good and **usually get things right**, yet we are all prone to make errors by default.
2. Some actions are **consciously** executed, and some are not.
3. To aid in safe and reliable work, a focus on **system effectiveness** is required, rather than fixing or blaming people.
4. Every person working within the system has a **role to play** in safety, quality, and keeping operations in control. Knowing and practicing what we each should be doing is key within a system that values people.
5. Enhancing work tasks and workplaces that foster performance requires an **aligned team mindset**, effective planning, and consistent system monitoring and adjustment.

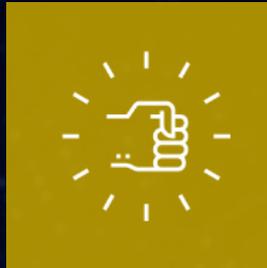
Science of Performance Reliability



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Interventions that embed **individual** & organizational capability

Aligned **leadership** with deep connection to the field

Empowered **employees** through ongoing coaching

Performance reliability becomes part of the **DNA** of the **workforce**

Continuous improvement in safety, quality and performance

Continuing the Conversation



David Musgrave
Vice President

David leads DEKRA's Human Performance Reliability group with a focus on creating effective and safe work execution through practical applications of neuroscience. Getting work done 'right the first time' through a systemic approach includes designing and enhancing workplaces and processes, and developing human performance capabilities, all with the human brain in mind.

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Thank You



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