

# Using Cross Functional Employee Teams to Reduce Operational Risk

CSC ANNUAL CONVENTION

MARCH 10, 2022

# Overview/Objectives

- ▶ Define cross functional employee teams
- ▶ Introduce Core Drivers
  - ▶ Management Commitment
  - ▶ Employee involvement and participation
- ▶ Choosing team members
- ▶ Training to conduct risk assessments
- ▶ Explain systems safety
- ▶ Integrated solutions
- ▶ Calculate metrics



# Cross Functional Team

- ▶ Composition
  - ▶ Production
  - ▶ Service
  - ▶ Administrative
  - ▶ Engineering
  - ▶ Management



# Core Drivers

- ▶ Management
  - ▶ Direct the organization
  - ▶ Commit resources
  - ▶ Provide leadership
  - ▶ Demonstration
  - ▶ Communication



# Core Drivers

- ▶ Employee
  - ▶ Actively involved
  - ▶ Risk identification
  - ▶ Risk reduction



# Choosing Team Members

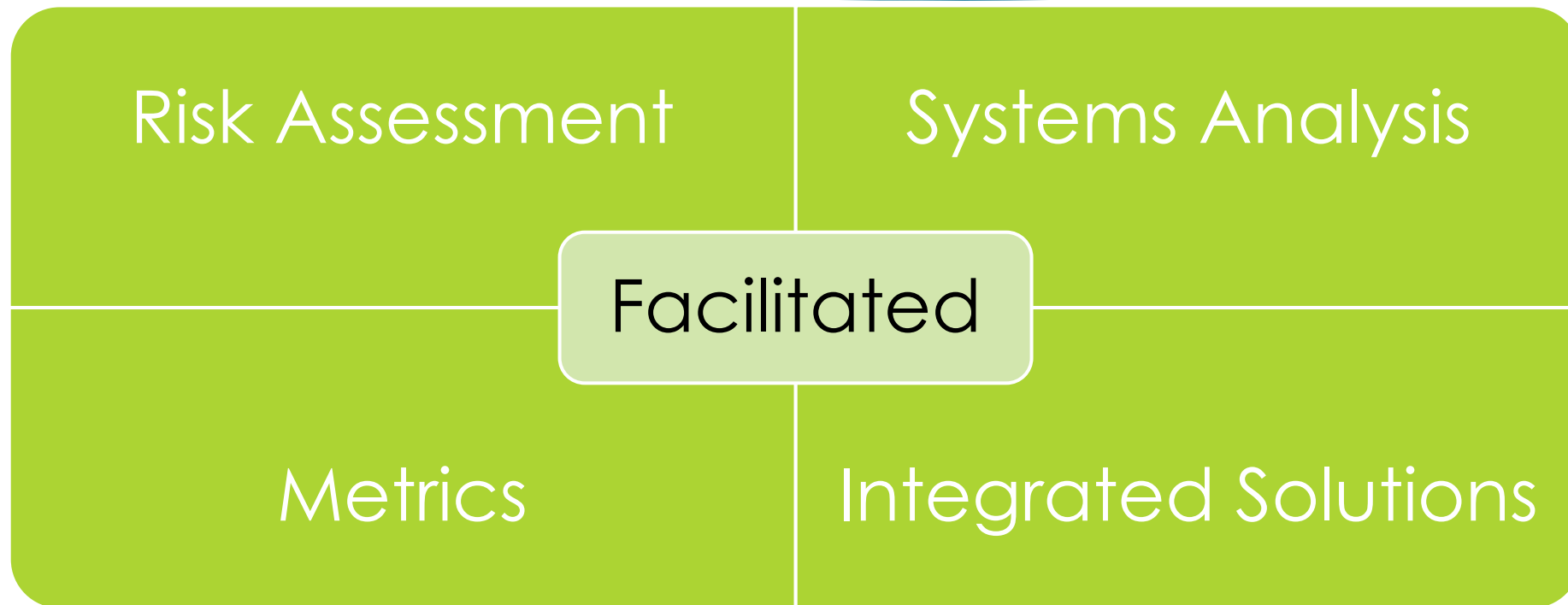
- ▶ Assess candidates
  - ▶ Want to
  - ▶ Lead by example
  - ▶ Recognized by others
  - ▶ Positive attitude
  - ▶ Attention to detail
- ▶ Send Invitations
- ▶ Set Meeting Expectations
  - ▶ Behaviors



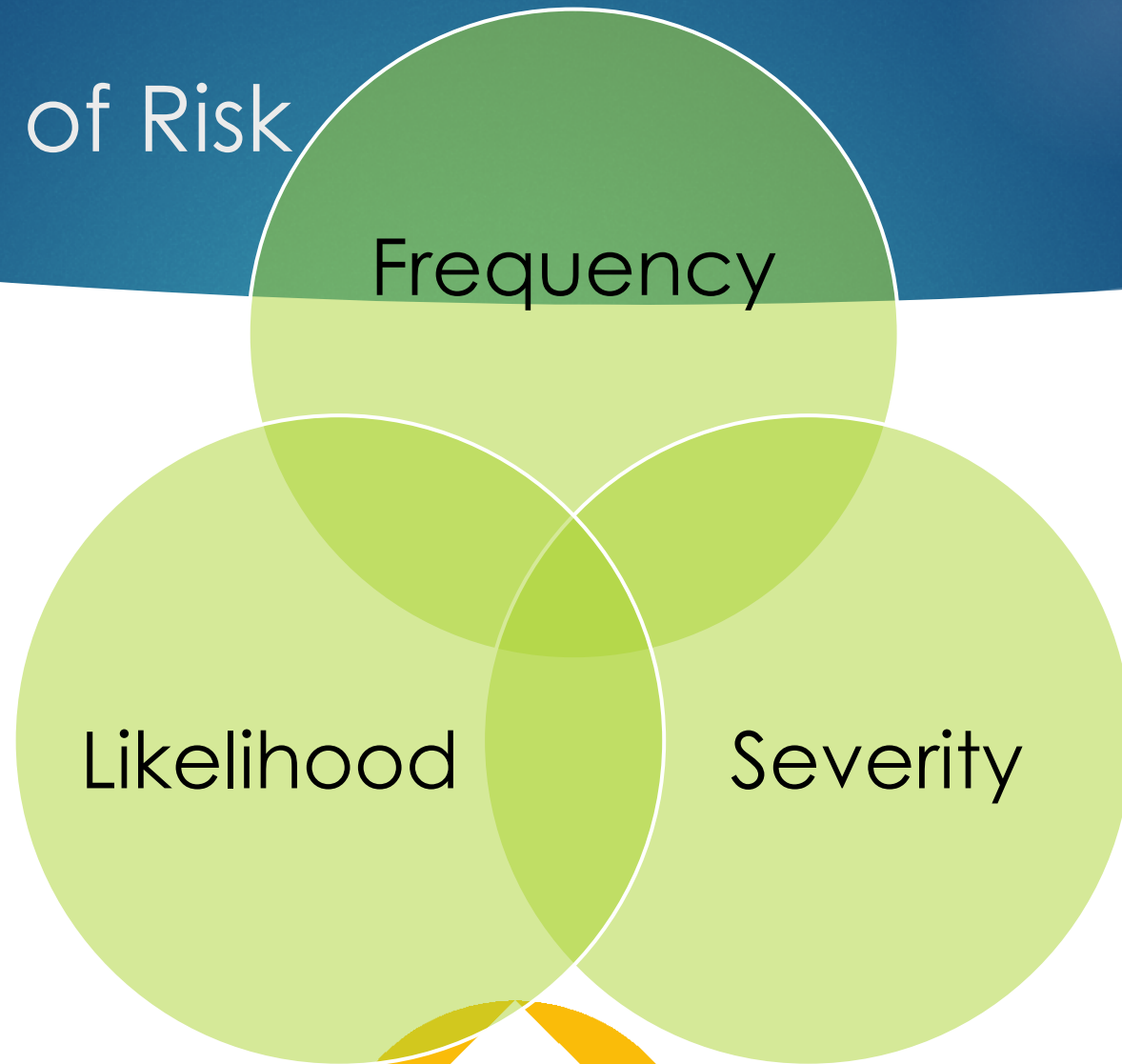
“Give a man a fish and you feed him for a day;  
Teach him how to fish and you feed him for a  
lifetime”

▶ Stephen R. Covey

# Performance Leadership Model



# Elements of Risk



# Risk Scale

	1	2	3	4	5
Frequency	Once per year	Once per month	Once per day	2-25 times a day	26 or more times a day
Likelihood	Very Unlikely	Unlikely	Possible	Likely	Very Likely
Severity	First Aid	Doctor's Visit	Restricted or Temporary Duty	Temporary Disability	Permanent Disability or Death

# Risk Assessment Example

Concern (Soil Bag Dump)	Frequency	Likelihood	Severity	Risk Score
Needlestick	5	3	3	45
Low back strain	5	4	3	60
Shoulder strain	5	4	4	80
Elbow injury	5	3	3	45
Infection	5	3	2	30
Productivity	5	4	2	40
Total Risk Index				300

# Systems Safety



# Systems Analysis

- ▶ Positive Aspects of Environment
  - ▶ Carts are mobile
  - ▶ Plastic bags right size
  - ▶ Conveyor
  - ▶ Gloves Provided
  - ▶ PPE
- ▶ Negative Aspects of Environment
  - ▶ Cutting bags open
  - ▶ Trash causes clutter
  - ▶ Opening of cart too high

# Systems Analysis

- ▶ Positive Aspects of Capability
  - ▶ Training
    - ▶ BBP
    - ▶ Lifting
    - ▶ PPE
  - ▶ Employees tall enough
- ▶ Negative Aspects of Capability
  - ▶ Can't see over cart to push
  - ▶ Being Sick
  - ▶ Being under influence
  - ▶ Not strong enough

# Systems Analysis

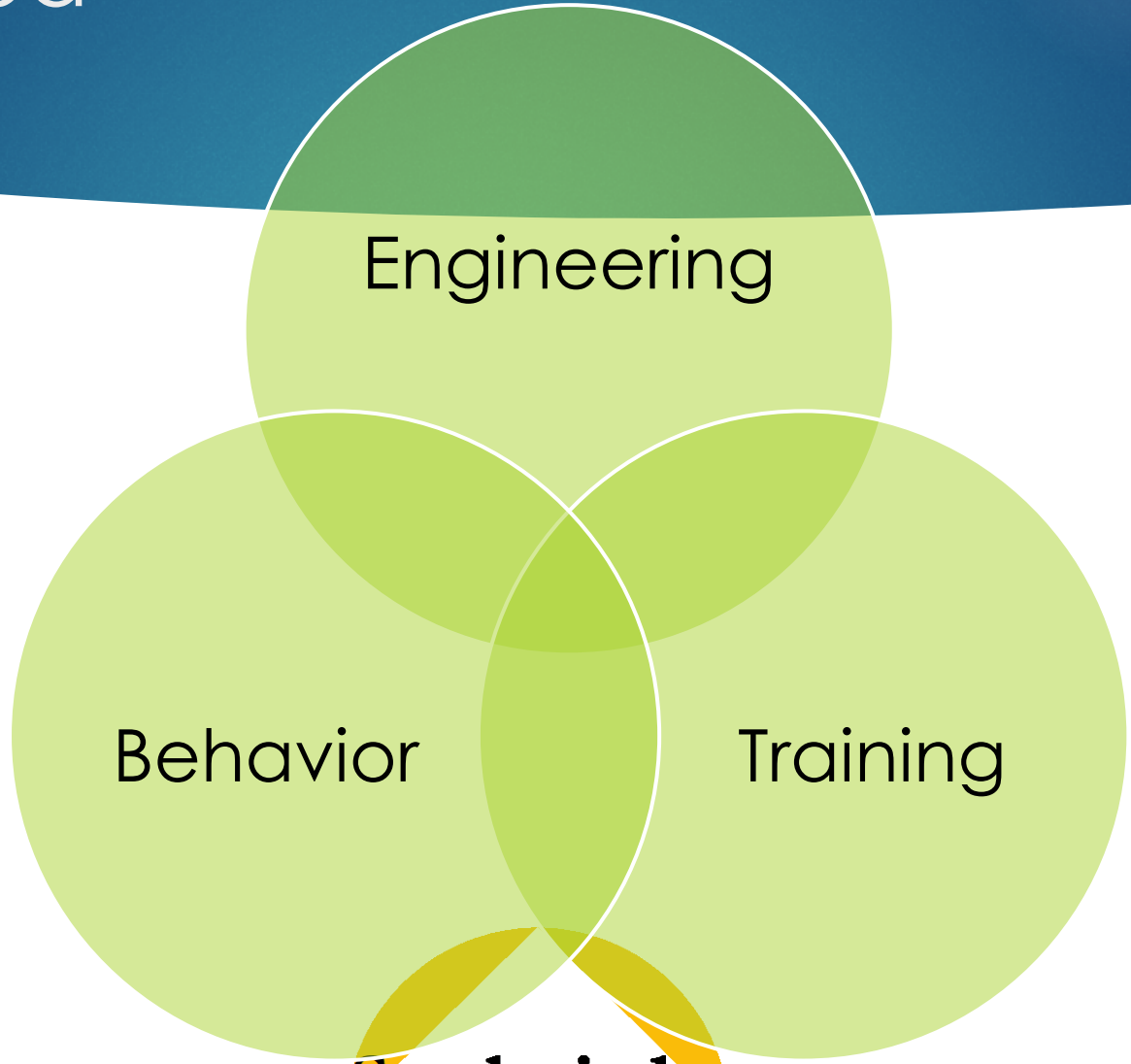
## ▶ Positive Aspects Motivation

- ▶ Family
- ▶ Opportunity
  - ▶ Advancement
  - ▶ Recognition
- ▶ Health
- ▶ Expectation
- ▶ Pride
- ▶ Paycheck

## ▶ Negative Aspects Motivation

- ▶ Being Sick
- ▶ Rushing
- ▶ The way we do it
- ▶ Nobody notices

# Integrated Solutions



# Integrated Solutions

- ▶ Engineering
  - ▶ Adding a table/conveyor
  - ▶ Integrating cart dumper
- ▶ Training
  - ▶ Performed by team
- ▶ Behavior (Performance)
  - ▶ Use cart dumper properly
  - ▶ Open bags correctly
  - ▶ Ensure PPE is worn



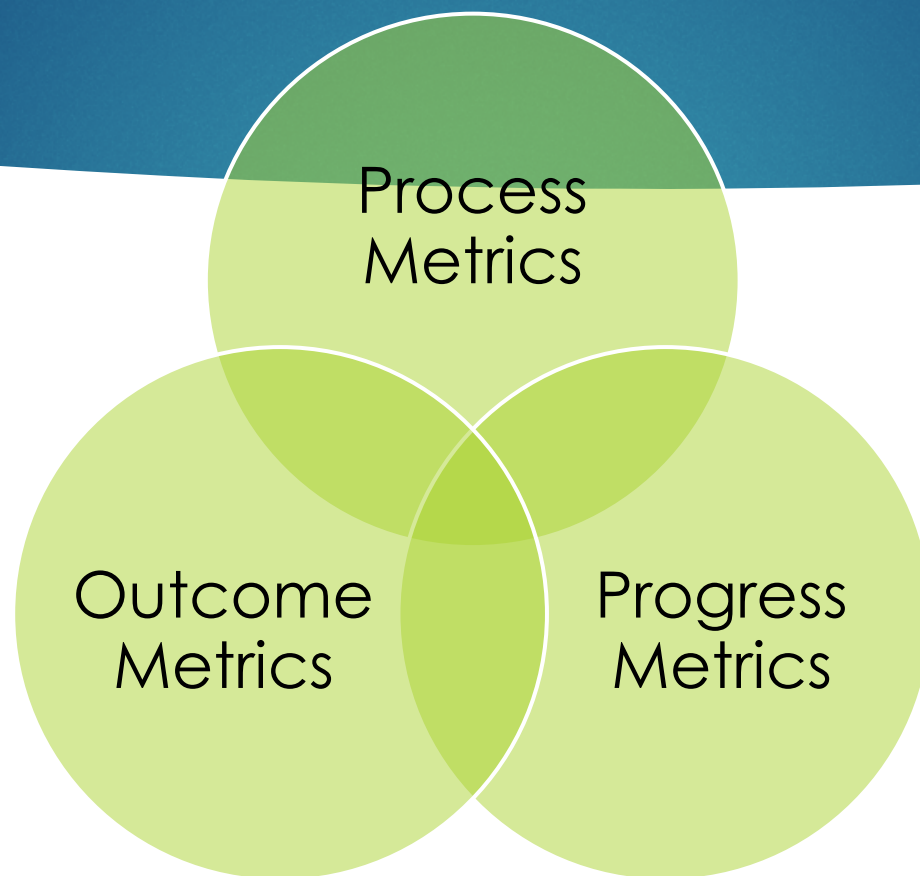
# Risk Scale

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# Post Project Risk Assessment

Concern (Soil Bag Dump)	Frequency	Likelihood	Severity	Risk Score
Needlestick	5	2	2	20
Low back strain	5	1	3	15
Shoulder strain	5	1	3	15
Elbow injury	5	1	3	15
Infection	5	1	3	15
Productivity	5	1	4	20
Total Risk Index				100

# Metrics

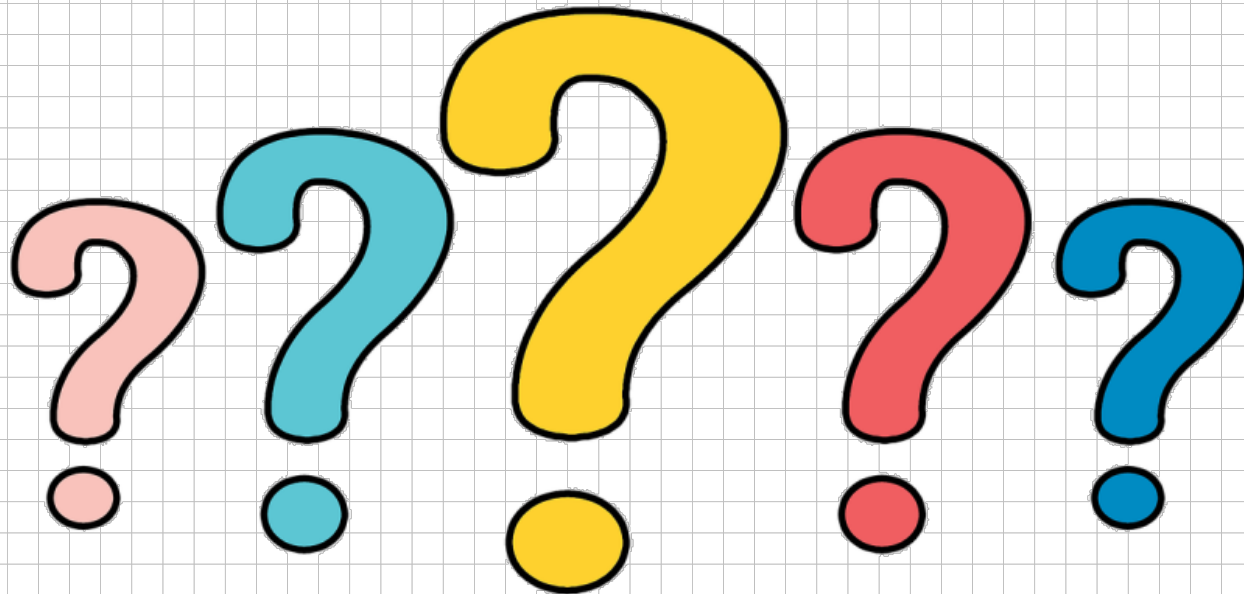


# Metrics

- ▶ Process Metrics-300
- ▶ Progress Metrics—67% Improvement/ 33% residual risk
- ▶ Outcome Metrics--100



# Questions?



# Contact Information

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THANK YOU!

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