


Exploring a constructive procedure-management system

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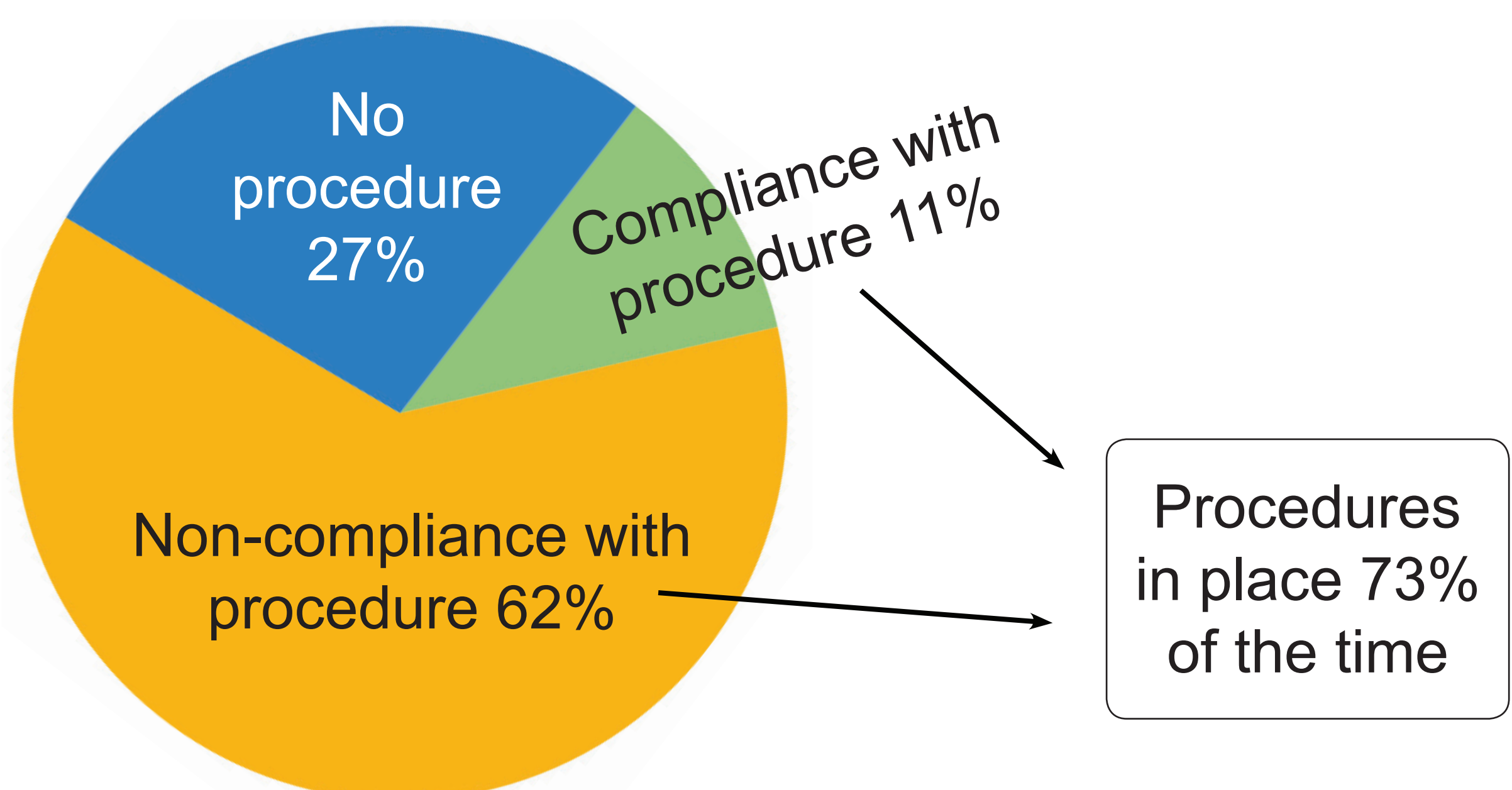
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“Maintainers represent a significant proportion of people who are involved in safety incidents and fatalities in the mining industry.”

52 FATALITIES BETWEEN 2000 TO 2012 IN WA;
69% WERE MAINTAINERS AND OPERATORS.

Impact that procedures have on fatalities:



Procedures in place 73% of the time

Holmes & Hattingley (2012) Fatal Accidents in the WA Mining industry, Department of Mines and Petroleum

2

A Common Solution...

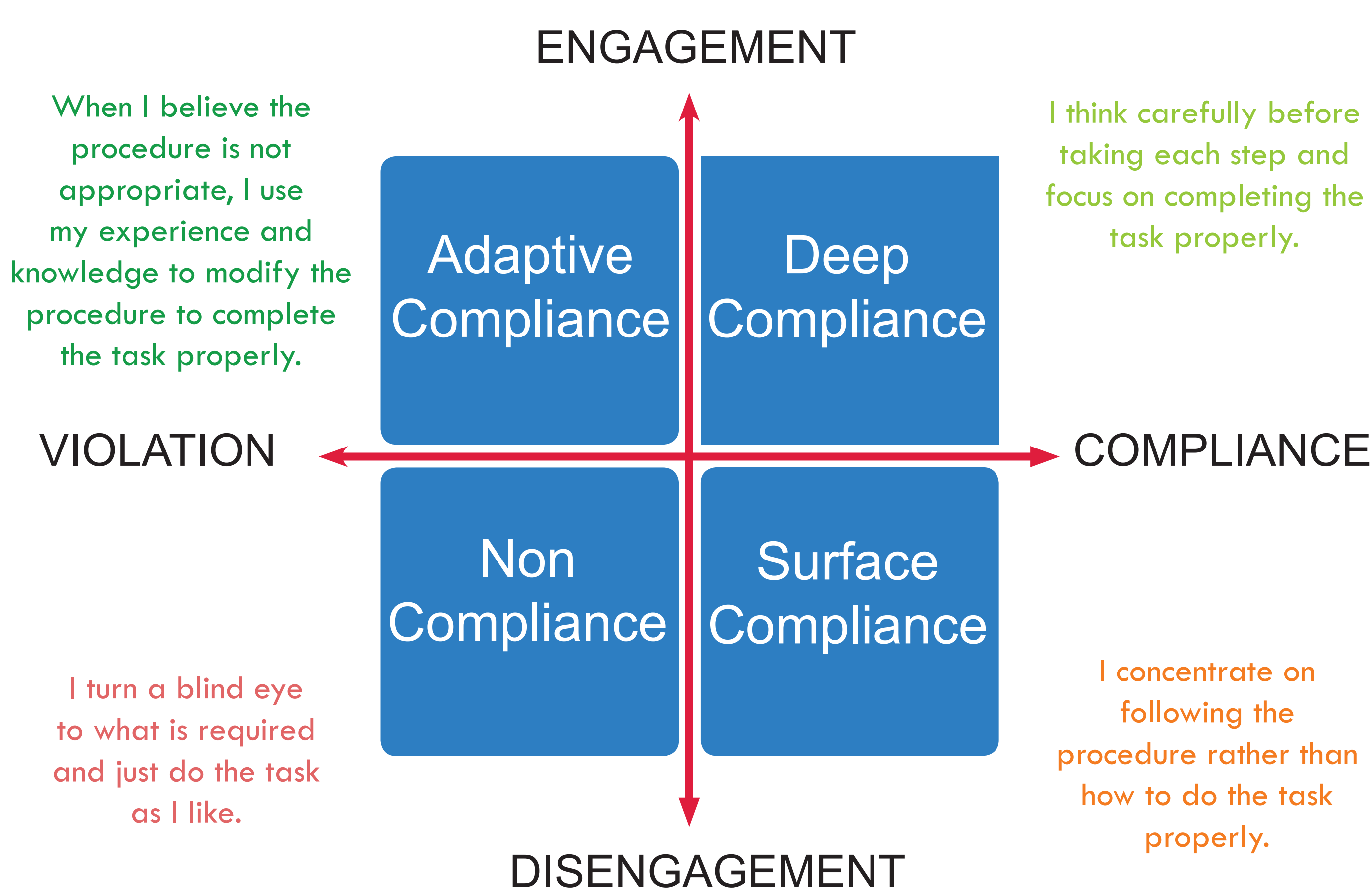
Follow the Procedures!

Problems with this solution...

- 1 People comply with procedures in a different manner.
- 2 Not all procedures are appropriate.

3

A Proposed 2x2 Framework of Compliance

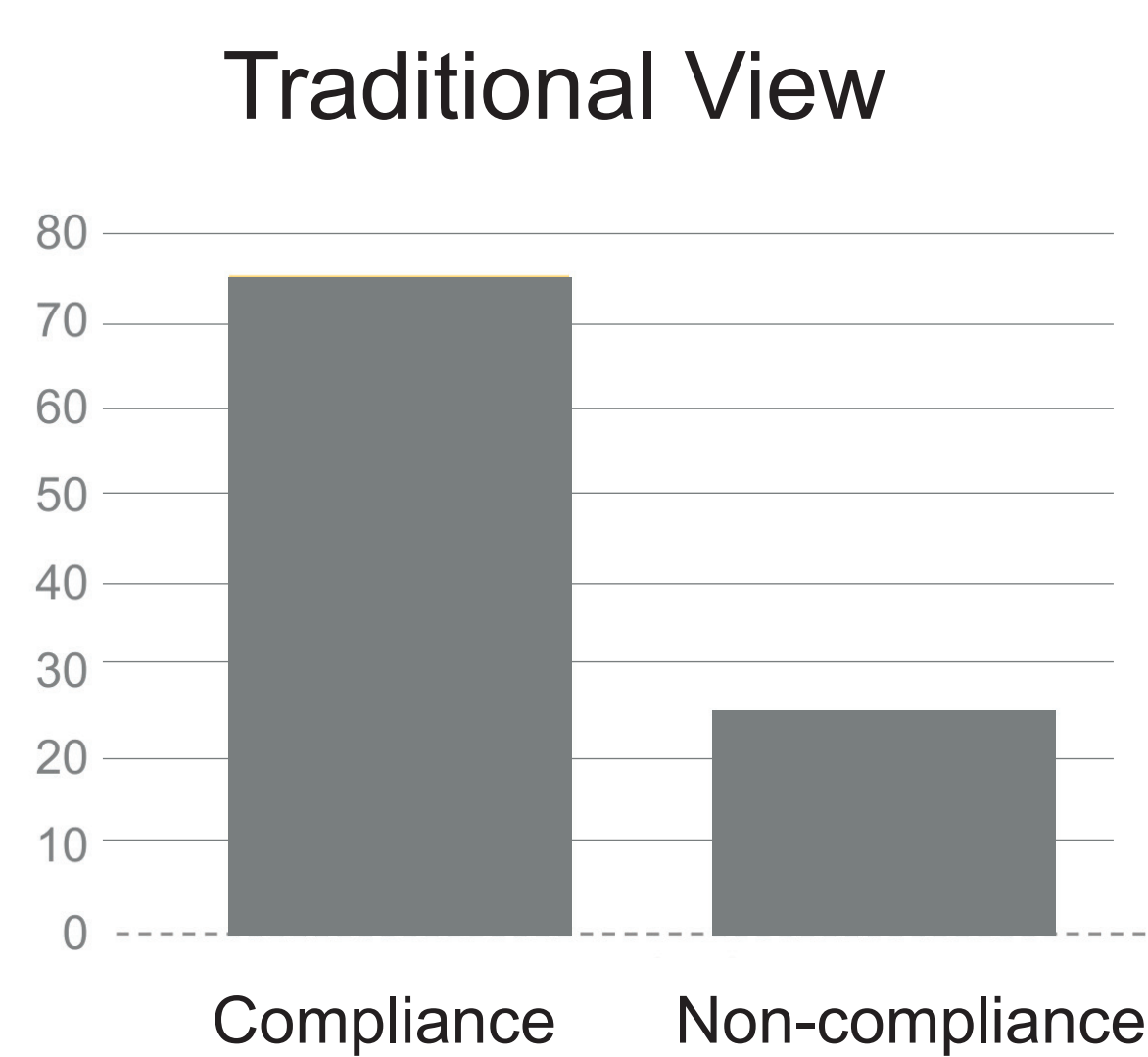


	VIOLATION	COMPLIANCE	
ENGAGEMENT	Adaptive Compliance <i>When I believe the procedure is not appropriate, I use my experience and knowledge to modify the procedure to complete the task properly.</i>	Deep Compliance <i>I think carefully before taking each step and focus on completing the task properly.</i>	
DISENGAGEMENT	Non Compliance <i>I turn a blind eye to what is required and just do the task as I like.</i>	Surface Compliance <i>I concentrate on following the procedure rather than how to do the task properly.</i>	

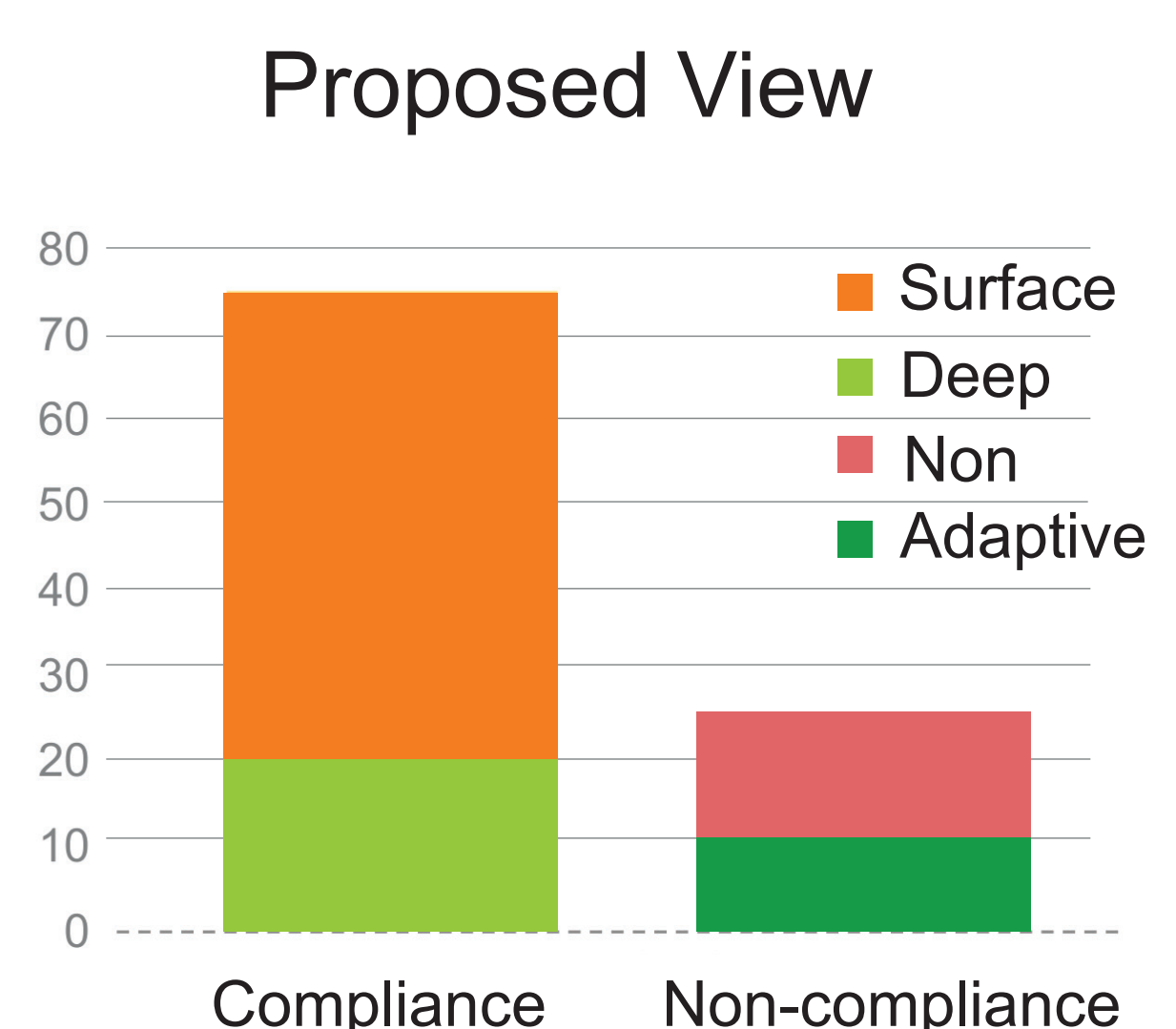
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Compliance Behavioural Profile

Traditional View




Proposed View




5


For constructive procedure management, we do not only need the right kind of compliance behaviour, but also proactive behaviour.



Speaking up
Promotive: Raise positive suggestions.
Prohibitive: Point out inappropriate practices.



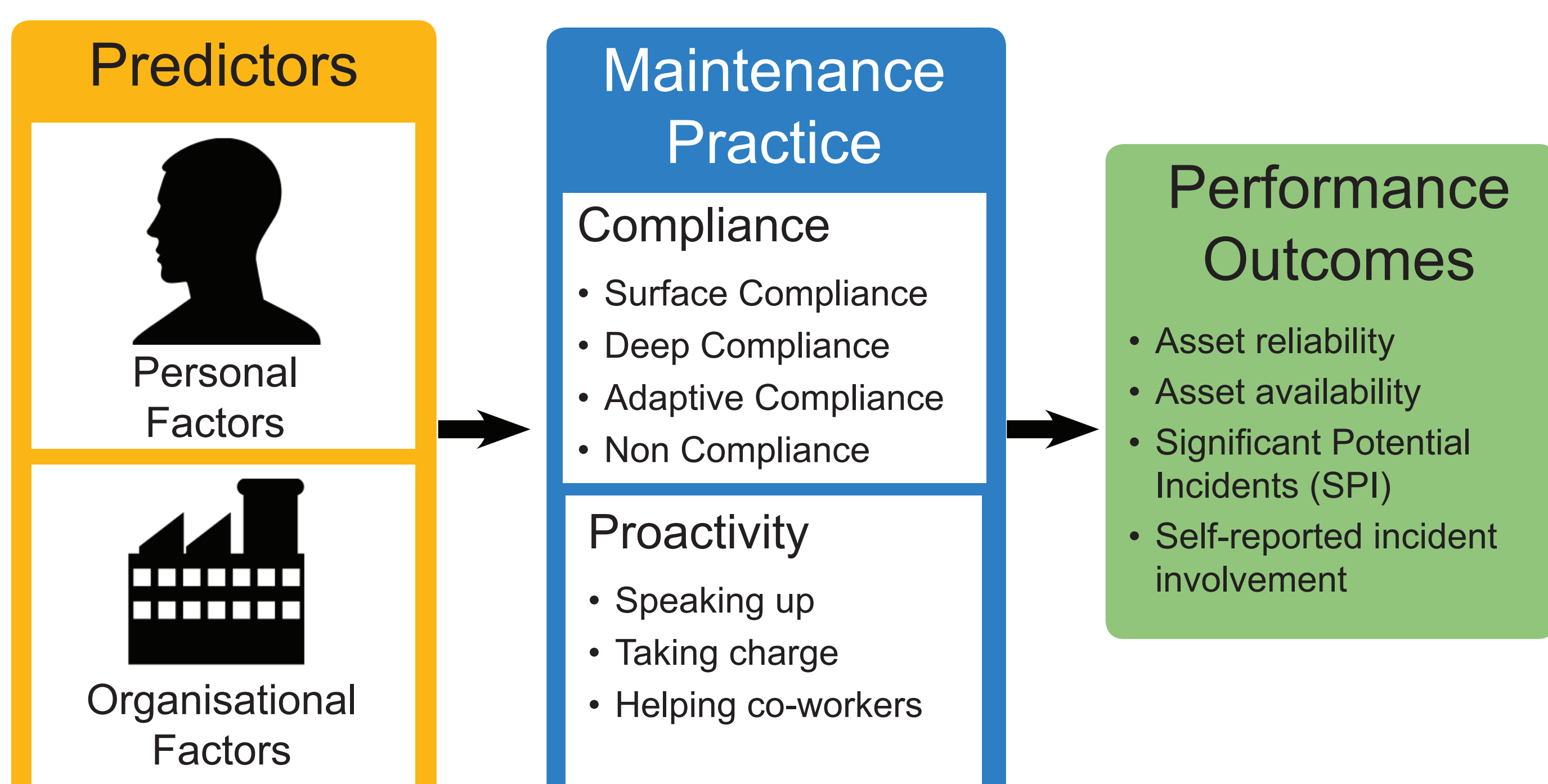
Taking charge
Bring in positive change.



Helping co-workers
Support each other!

6

Research Model



7

Research Design



Objective performance data collected.