



DEKRA Organisational Reliability CASE STUDY



GAS TERMINAL CASE STUDY

Industry: Gas terminal undergoing major construct works within live plant

Client: Major Oil & Gas company

PROGRAM

The creation of a bespoke program based on the principles of values based leadership to assist the Construction Project and live Asset to deliver a safe and reliable performance

DIAGNOSE

A Culture of Care Diagnostic™ was conducted based on the principles of audit, observation and perception. The outcomes of the diagnostic shaped the intervention.

MOTIVATE

Working with the principle that leaders lead and shape cultures and managers work within them, DEKRA Organisational Reliability facilitated a Vision and Values session with the onsite leaders the output of which was a Charter that stated the Project and Asset Purpose and the leadership behaviours that would be demonstrated to create a safe and reliable performance. DEKRA Organisational Reliability facilitated a Safety Stand Down Day which was attended by the entire workforce. The agenda for the day included feedback to the workforce of the results of the diagnostic and the introduction of High Reliability Organisation principles.

EDUCATE

The client asked DEKRA Organisational Reliability to work with the outputs of their in-house Supervisor training.

SUPPORT

DEKRA Organisational Reliability provided full time coaching to roll out the Charter and coach the leadership team around their behaviours so that the Charter became a “way of working” that was socialised into the workplace. The Charter is permission for the workforce and leadership to hold each other accountable for their behaviours

RESULT

This program is ongoing.