



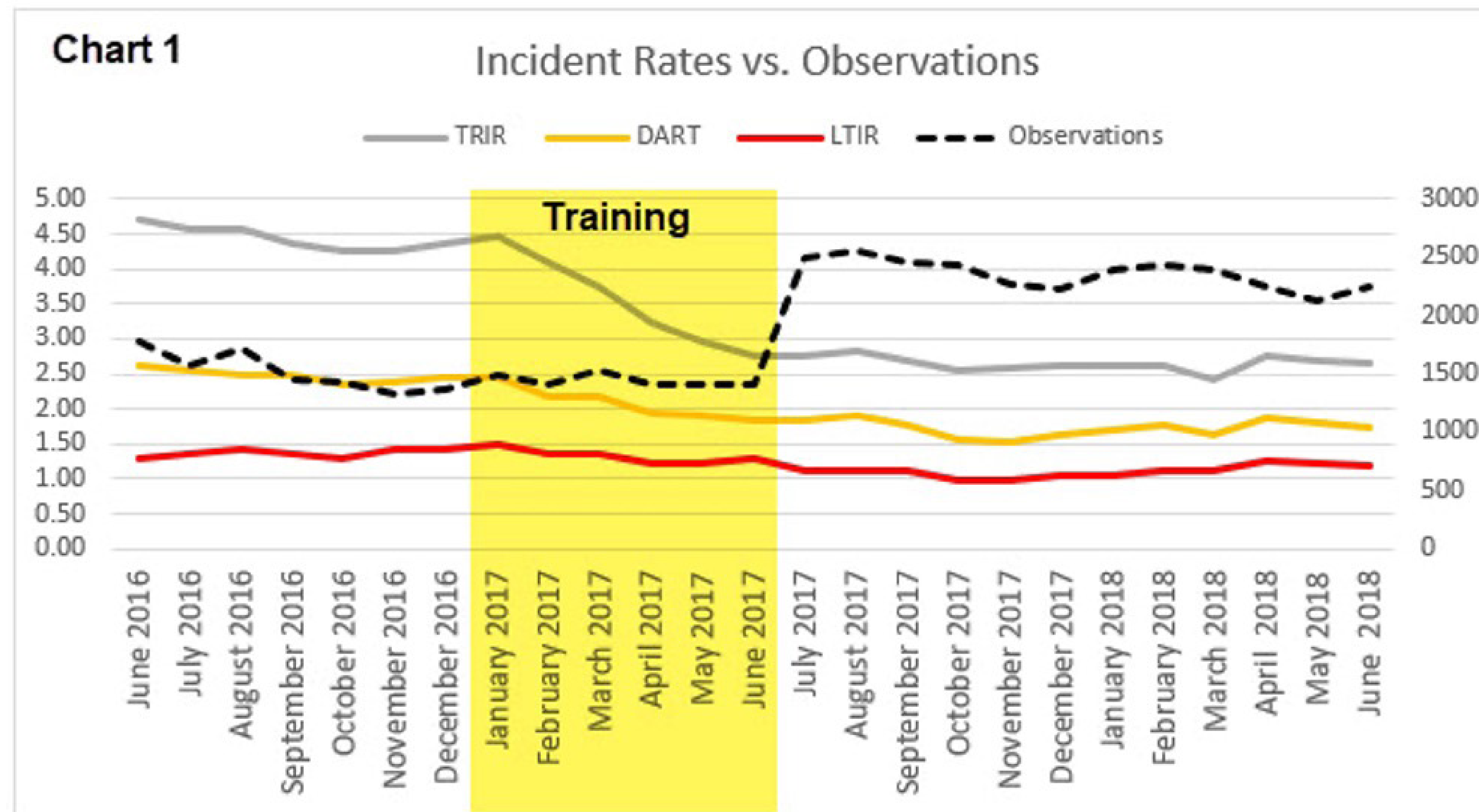
Is High Employee Turnover
Affecting Your
BBS Process?

High employee turnover rates have been in the headlines for years, and they are now under such headings as “The Great Resignation,” “Great Attrition,” “Big Quit,” or “Great Reshuffle.” Many companies have experienced high turnover rates since the start of the COVID-19 pandemic, and current numbers from the U.S. Bureau of Labor Statics show that the problem is getting worse.

According to the latest Job Openings and Labor Turnover Survey, in December 2019, the number of quits, layoffs, discharges, and other involuntary turnovers was registered at 3.5 million. In July 2022, that number rose to 4.2 million. That is a 20% increase over pre-pandemic rates. Data from our systems comparing new users added to employees marked as x status show that the turnover rate is even higher in some industries, passing 50% last year.

So how can employee turnover affect your BBS process? In many cases, experienced observers and the people that trained them are no longer part of your organization. New employees are not trained in hazard recognition or the basic theories behind behavior-based safety. DEKRA research shows that training all employees on hazard awareness can have an immediate impact on incident rates and that trained observers make change sustainable.

Chart 1 shows the reduction in incident rates experienced by a large multiple-location organization during its supervisor and employee training. Note the sustained decrease after observation frequency increased.



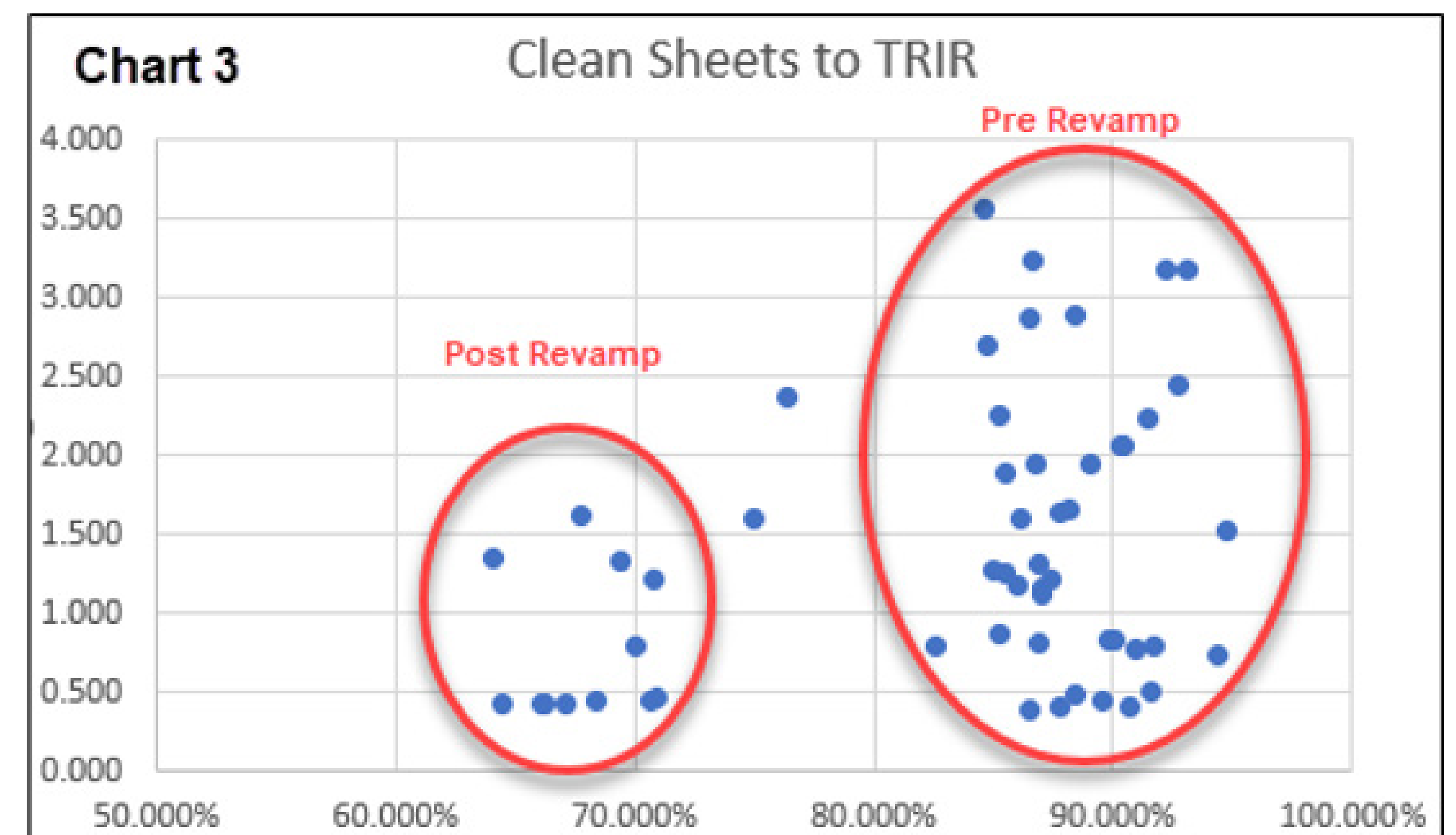
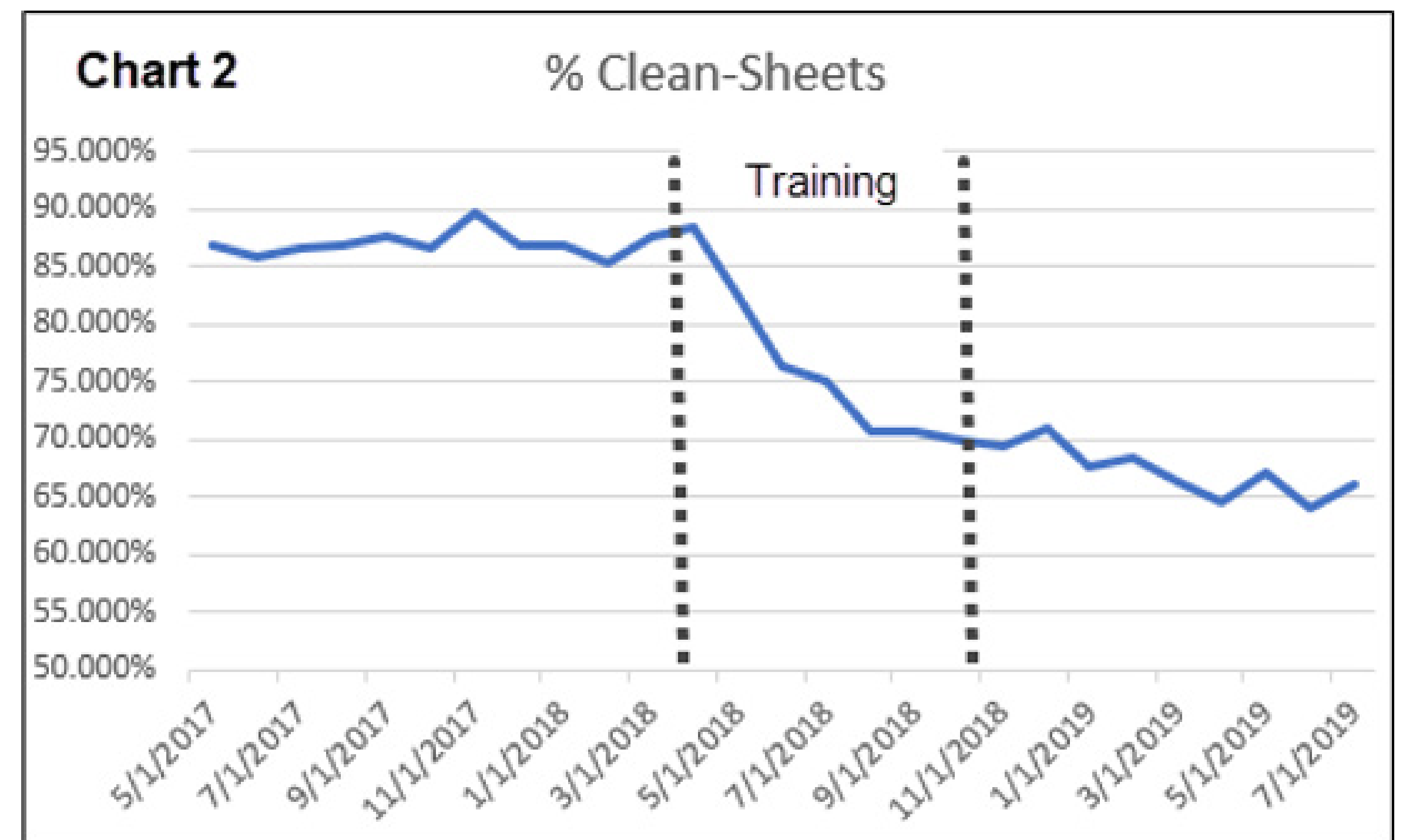
Increased clean sheets can also signal issues due to employee turnover in your current process. A high percentage or an increasing percentage of clean sheets can be caused by observers not understanding the BBS process or not recognizing hazards in the workplace. DEKRA research shows that lowering clean sheets through enhanced observer training can also lower incident rates in existing processes. Chart 2 shows the effect retraining observers had at a large organization, and Chart 3 shows the post-training impact on its incident rates.

DEKRA's Approach

DEKRA brings decades of knowledge and experience to each BBS engagement. In fact, we have processes in the market that continue to drive results and keep workers safe three decades after implementation. Sustaining a BBS program requires the engagement of all levels of the organization.

Our keys to governance include:

- A credible and engaged facilitator
- Strong steering team
- Leadership support
- An outcome focus, including action trackers and celebrations of success
- Integration of BBS data into existing business systems and quality processes



Our solution is grounded in Deming’s principles and informed by the latest human-behavior research. In order to meet your specific needs and requirements, DEKRA’s approach is scalable. We also offer technology that allows you to quickly and easily capture qualitative and quantitative data using a 10-second observation, so employees can focus on safety and feedback—not on paperwork. The system’s simple, intuitive dashboard allows you to see the most critical information at a glance.

Want to better understand how turnover is affecting your BBS process?



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