



Moving Beyond TRIR A Response to the Recent PSJ Article

Professional Safety Journal (PSJ) recently published an article on Moving Beyond TRIR. vPSI Group are happy that the rest of the world is finally catching up to the shortcomings of TRIR and looking at alternative Key Performance Indicators (KPIs). We are happy to share our 20+ years of experience in directly measuring organizational learning and risk reduction through incident investigations using vPSI Metrics.

Strong KPIs are:

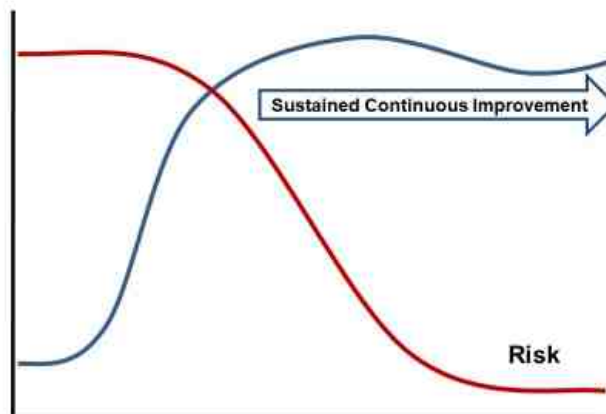
- *Observable*
- *Valid*
- *Predictive*
- *Clear*
- *Important*
- *Actionable*

We are also gratified to observe the world catching up with vPSI regarding the concept of significance, which has become popular recently in the context of SIF, SIP, PSIF, HiPo, STKY, etc. vPSI Metrics have had significance built in since they were first developed at the turn of the century. Only risk significant events are counted in the vPSI Metrics, resulting in KPIs that reflect the organization's response to issues that matter, as opposed to metrics based on

medical treatment over an arbitrary low level threshold.

The vPSI Metrics encompass the three stages of organizational learning:

- The Awareness Index assesses how good the organization is at identifying learning opportunities and finding out about issues before suffering any actual harm, and can be thought of in terms of a ratio of significant no consequence or near miss unplanned events to total unplanned events.
- The Solutions / Planning Index measures the quality of the output of the analysis of each learning opportunity in terms of activities presented as corrective actions. The vPSI System gives each action one of four possible quality scores: Type 3s are permanent, ongoing, and systemic corrective actions and represent organizational learning. Generally speaking, a



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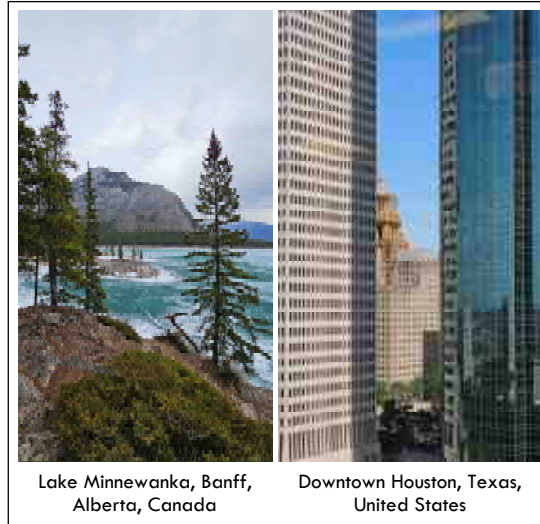
Type 1 is a short term local corrective action, whereas a Type 2 will be a broader temporary fix. Type 0s are proposed activities that are not corrective actions at all, i.e., they are missing at least one of the essential qualities of a corrective action. The Solutions / Planning Index is a weighted average of action quality scores across a given population or business unit.

- The Implementation Index is the percentage of solutions in place and operational.
- The vPSI Number™ is a high level management metric that combines the above sub-metrics; it quantifies organizational learning and associated risk reduction, and confirms (or not) continuous improvement.

Combining Business with Pleasure

After the strangeness of the last few years, vPSI Consultants do not take for granted the ability to travel and enjoy the wonderful variety of landscapes the world offers!

In April / May, vPSI Co-Founder, Norman Ritchie, and the head of our Canadian operations, Rick Theriau, enjoyed a trip to Banff, Alberta, for the Petroleum Safety Conference hosted by Energy Safety Canada. While there,



Lake Minnewanka, Banff, Alberta, Canada

Downtown Houston, Texas, United States

they took some time to get this lovely shot of Lake Minnewanka.

By contrast, in July and August, they stayed close to home, providing two sets of our two-day workshop to Maverick Natural Resources in downtown Houston. Norman took a break to get this pic of a downtown canyon while Angel Simmons, Senior Consultant, led the attendees in applying Learning from Incidents.

At the Podium

The Society of Petroleum Engineers' Distinguished Lecturer program promotes SPE's mission to collect, disseminate, and exchange technical knowledge and provides SPE sections worldwide with outstanding speakers, while recognizing the professional contributions of those selected to participate. Norman Ritchie was selected as an SPE Distinguished Lecturer for the 2023-24 period, and opportunities abound to catch his presentation on "New Methods for Learning from Incidents Involving Human & Organizational Performance":

August 28-30, at the ASSP Region III PDC at the Embassy Suites in Northwest Arkansas.

October 11-13, at the Mary Kay O'Connor Safety and Risk Conference, held at the Hilton Hotel in College Station, Texas.

October 25, online via SPE Live!

November 28-29, at the UTA Oil and Gas Safety and Health Conference at the Hilton Americas in Houston.

And for our international readers:

- November 30: Madrid, Spain
- December 6: Kavala, Greece
- December 1: Lisbon, Portugal
- December 8: Milan, Italy

HEARSay's Editor is looking forward to Norman writing some great "Combining Business with Pleasure" articles as his lecture tours progress!

Out and About

There are multiple opportunities to catch up with vPSI consultants over the coming months, here are a few:

- September 12th, Norman Ritchie and Doug Schonacher will attend the annual Center for Offshore Safety Forum at the Westin Memorial in Houston, Texas.
- September 25th – 26th, Norman will be attending the 2023 IADC HSE and Sustainability Europe Conference & Exhibition at the Amsterdam Marriott Hotel in the Netherlands.
- November 28-29, Norman, Rick, Doug and Angel will be manning our booth at the UTA Oil and Gas Safety and Health Conference at the Hilton Americas in Houston.



Safety Leadership Workshop 31st October

A critical component in building and maintaining the safety culture and climate that a company should aspire to is how operational and functional leaders engage with everyone from the boardroom to the front line.

vPSI Group facilitates multi-day Safety Leadership workshops and operational readiness events designed to provide supervisory and management personnel with tools and techniques to improve the management of risk throughout the entire operation, and especially those risks associated with human factors (HF) and human performance (HP) challenges. This means working towards a decrease in instances of at-risk behaviors on the part of individual team members and work groups, both in the context of activities identified as high-risk and routine, non-critical tasks.

Effective safety culture and climate building requires a broad range of competencies, and these are covered in depth during vPSI's Safety Leadership workshops:

- Human Performance: The 5 tenets; Brain Science & Social Science in the Workplace; HP Vulnerability Analysis; Proactive Management of Human Performance Risks; Managing Fitness for Duty & Fatigue; Situational Awareness, Cognitive Biases



- Leadership skills: Managing vs Leading; High Performance Teams; Managing Conflict; Constructive Engagement, Natural Preferences & Styles; Leading by example / How we react matters; How to reward / recognize desired behaviors (ABC, SIC / PICNIC models); Enabled / Difficult / Non-enabled behaviors
- Reporting to, engaging with and working alongside the Board of Directors and Senior Leaders
- Pre-Task Planning: Hazard identification, assessment & management; risk assessment of both critical and routine tasks, conducting effective JSA and pre-task meetings, after action reviews; Stop Work; Effective Error Mitigation
- Learning from Incidents: Determining Significance & Preventability: Unplanned Event / Corrective Action Process (including HF & HP); Quality Control of Analytical Inputs; Resource Efficient & Effective Analytical Techniques (2Box) & Human Performance Analysis (HPA); Quality Control of Outputs: Validating Preventive / Corrective Actions
- Learning Measurement & Sustainable Performance Improvement: Current state of knowledge of successful business performance; Value of Organizational Learning (Proactive & Reactive), Learning vs Bureaucracy; KPIs; Contractor performance monitoring and feedback

We have scheduled this 2-day workshop in Houston, Texas October 31 and November 1. Visit our Eventbrite page to book your seat before it sells out!

<https://www.eventbrite.com/o/vpsi-group-llc-1342861689>

BREAKING NEWS

Riskwashing Keynote Now Available!



- What riskwashing is
- Why it's bad
- Why it's inevitable
- How to minimize it

Contact vPSI if you're interested in having this informative, education, thought-provoking and entertaining presentation delivered at your event!



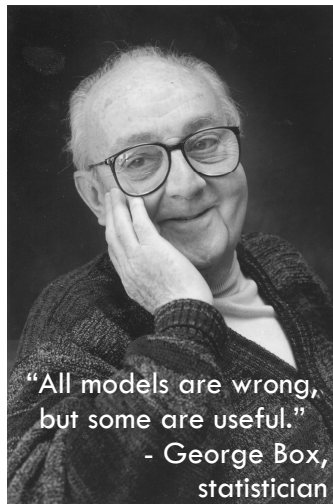
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The PSJ article's authors were kind enough to provide a framework with which to objectively gauge the qualities of a strong metric / KPI.

Here's how the vPSI Metrics fare when assessed against the same criteria:

1. **Objective:** The inputs to vPSI metrics are consistent and well defined, with little room for variation once a learning opportunity has been declared significant. Being based on corrective action scoring, the Solutions / Planning Index may be said to have a degree of subjectivity, however it is actually highly repeatable; blind testing using different vPSI Assessors shows 98% agreement.
2. **Valid:** The vPSI Number™ and associated metrics are based on a much larger number of inputs than are available for traditional safety metrics such as TRIR and its ilk. As a result, sufficient data is accumulated day by day to monitor vPSI Metrics as real-time KPIs, while maintaining statistical validity down to relatively granular levels of an organization such as individual facilities or departments.
3. **Predictive:** The big question here is, predictive of what? If you answer "TRIR" or similar, you will receive a backhand wave towards the door. What can be said about the vPSI Metrics is that they measure risks found and either eliminated or reduced to an acceptable level, so they can be said to be predictive in the sense that the future is lower risk than the past.
4. **Clear:** The vPSI Metrics are all easy to understand and impart. A few minutes of discussion is enough to convey sufficient understanding up and down the organization.
5. **Important:** vPSI Metrics are important because they provide organizations an insight into the ef-



fectiveness of activities directed towards systemic learning, operational improvement, and risk reduction. This insight, which is new to most organizations, also gives visibility to waste within the unplanned event handling processes that can be eliminated for substantial cost savings. In addition, vPSI Metrics are fully aligned with current thinking regarding significance, meaning those risks related to potentially serious outcomes are deserving of concentrated resource allocation compared to relatively minor exposures that happen to generate a recordable injury.

6. **Actionable:** One of the top benefits of vPSI Metrics is that they are actionable by those being measured and give an accurate picture of where improvements are needed:

- Awareness Index low? -- Focus resources on encouraging employees to recognize and report potentially significant issues
- Solutions / Planning Index low? -- Focus efforts on incident investigators competence in developing better corrective actions.
- Implementation Index low? -- Implement any outstanding Type 3 corrective actions and improve the corrective actions for any incidents with an overall rating of 0.

Knowing about an organization's problems, coming up with something to do about them, and actually doing something about them are all that safety and risk practitioners need to do to reduce risk in their organizations, and the vPSI Metrics facilitate that.

Contact us for more information about vPSI's organizational learning and risk reduction KPIs and other vPSI offerings. Let us help you make your world a better place.