

Sustainable, Measurable Improvement

What are vPSI Metrics?

vPSI Metrics are a set of high level Key Performance Indicators (KPIs) that present a unique insight into how organizations identify and respond to problems. Sustainable long-term performance improvement is achieved by measuring and rewarding modified behaviors. Each of the vPSI Metrics provides management with actionable information to improve operational effectiveness.

How does all this make my job easier?

vPSI KPIs are independent of actual consequences. Department managers will be accountable only for things they can actually control. This process can be used to more accurately select contractors, business units, or individual managers who are doing the best job of mitigating hazards. Corrective action evaluations reward honesty, develop management skills, and shift the whole corporate culture from punishing those who have problems to rewarding those who identify and *correct* problems. This encourages employees to actively seek opportunities for improvement, rather than hiding problems.

**Know Where You're Going,
Not Where You've Been**

Where do I get vPSI Metrics?

Typically, they are derived from an analysis of incident reports, but can also come from maintenance logs, audit findings, behavioral based observations, complaints, or any combination of these and other processes related to unplanned events and other problems. Investigations produce corrective actions which reveal the quality of the investigation itself.

The **vPSI Number™** is a high-level KPI that is the product of the following lower level metrics:

- ◇ **Awareness of problems:** knowing about problems in the workplace is key to solving those problems, therefore this metric rewards higher levels of near miss reporting. It includes a filter to weed out those near miss and loss incidents that have no potential for significant impact to the organization or employees.
- ◇ **Quality of solutions:** this metric rewards the development of relevant and effective corrective actions.
- ◇ **Implementation of solutions:** the best solutions in the world are meaningless until they have been fully implemented.

The vPSI Number™ measures continuous improvement by quantifying the three main components of effective problem solving.

