



# THE CAPACITY MODEL™

PREVENTION. CAPACITY FOR FAILURE. LEARNING.

## WE'RE CHANGING THE WAY WE DO SAFETY

Thinking about safety with the **human performance principles**...

1

### PEOPLE MAKE MISTAKES

Error is normal. Even the best people make mistakes.

2

### FAILURES CAN OCCUR SAFELY

It's not *if*, it's *when*. We will always plan and execute our work as if failure is going to happen today.

3

### CONTEXT INFLUENCES BEHAVIOR

Workers do what they do for a reason, and the reason makes sense to the worker given the context of the situation.

4

### VIOLATIONS ARE RARELY, IF EVER, MALICIOUS

Blame fixes nothing.

5

### INCIDENTS CAN STEM FROM NORMAL DEVIATIONS

How we imagine work takes place is different from how work actually takes place.

6

### MANAGEMENT'S RESPONSE TO FAILURE MATTERS

Managers shape how the organization learns by their reaction to failure.

7

### LEARNING IS A DELIBERATE IMPROVEMENT STRATEGY

Learning is a strategic and operational choice towards improvement.



## The Energy Wheel

The Energy Wheel is a tool to equip workers to recognize sources of energy to determine controls needed.



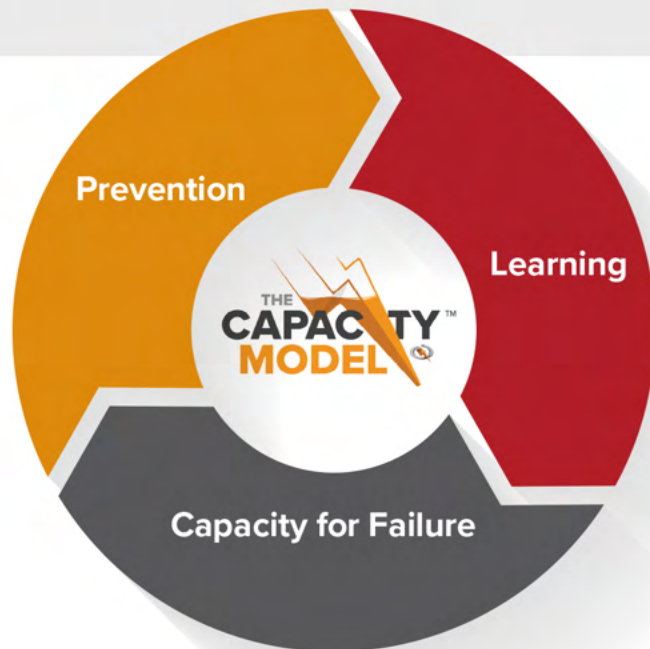
# CAPACITY ELEMENTS



ELEMENTS	DEFINITION
<b>STKY</b>	<b>Stuff That Kills You</b>
<b>Energy Wheel</b>	A tool to equip workers to recognize sources of energy to determine controls needed
<b>STKY Controls</b>	STKY Controls prevent or mitigate a life-threatening, life-altering, or life-ending incident
<b>Operational Learning</b>	<b>Learning Teams</b> bring people closest to the work together to create a shared understanding of the context of how a particular work activity actually gets done

## Paradigm Shift

- We are thinking about Safety **differently**.
- Quanta-Developed Human Performance - People make **mistakes**.
- **Prevention** will always be a key element to our program.
- We will always plan and execute our work as if **failure** is going to happen today.
- We will build capacity into our work to **absorb** failure without causing harm.
- While focused on severity, we will not lose sight of **frequency**.
- Safety is the presence of **capacity**, not the absence of unwanted events.
- A learning-based approach allows us to continuously adapt, adjust and **improve**.



The Capacity Model creates a work environment that **focuses on preventing an incident** while also building the capacity for failure by always planning and executing our work as if failure is going to happen today.

Establishing a learning-based philosophy allows the organization to adapt and mature, building upon lessons learned and operational efficiencies identified through collaboration.



THE  
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MODEL**

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