

Challenges and Success Enhancing Safety Culture and Compliance

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Background

AUDITS

COMPLAINTS

HISTORY

Audits

2019 Triennial Audit

April 2020 - 97 Open Corrective Actions Plans (CAP)

July 2021 - 76 Open CAPs



Filed Complaints

- Three (3) 674 Investigations
- Twenty-one (21) - CAPs

Complaints

History

- Contention
 - Frustration
 - Negative Perceptions
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Strategy

Communication

Transparency

Reasonableness

Trust

Communication

- Frequent and focused meetings
- Productive outcomes from meetings
- Feedback



Transparency

- Open and honest dialogue
- Encouragement
- Acknowledge progress and regress
- Shared programs goals

Reasonableness

- Compliance (Requirements)
- Continuous Improvement
- Collective resolutions

REASONABLE

Trust

- Support
- Respect
- Consistency
- Collaboration
- Responsive





Thank You