

# Culture



# Cultural development

## Negative

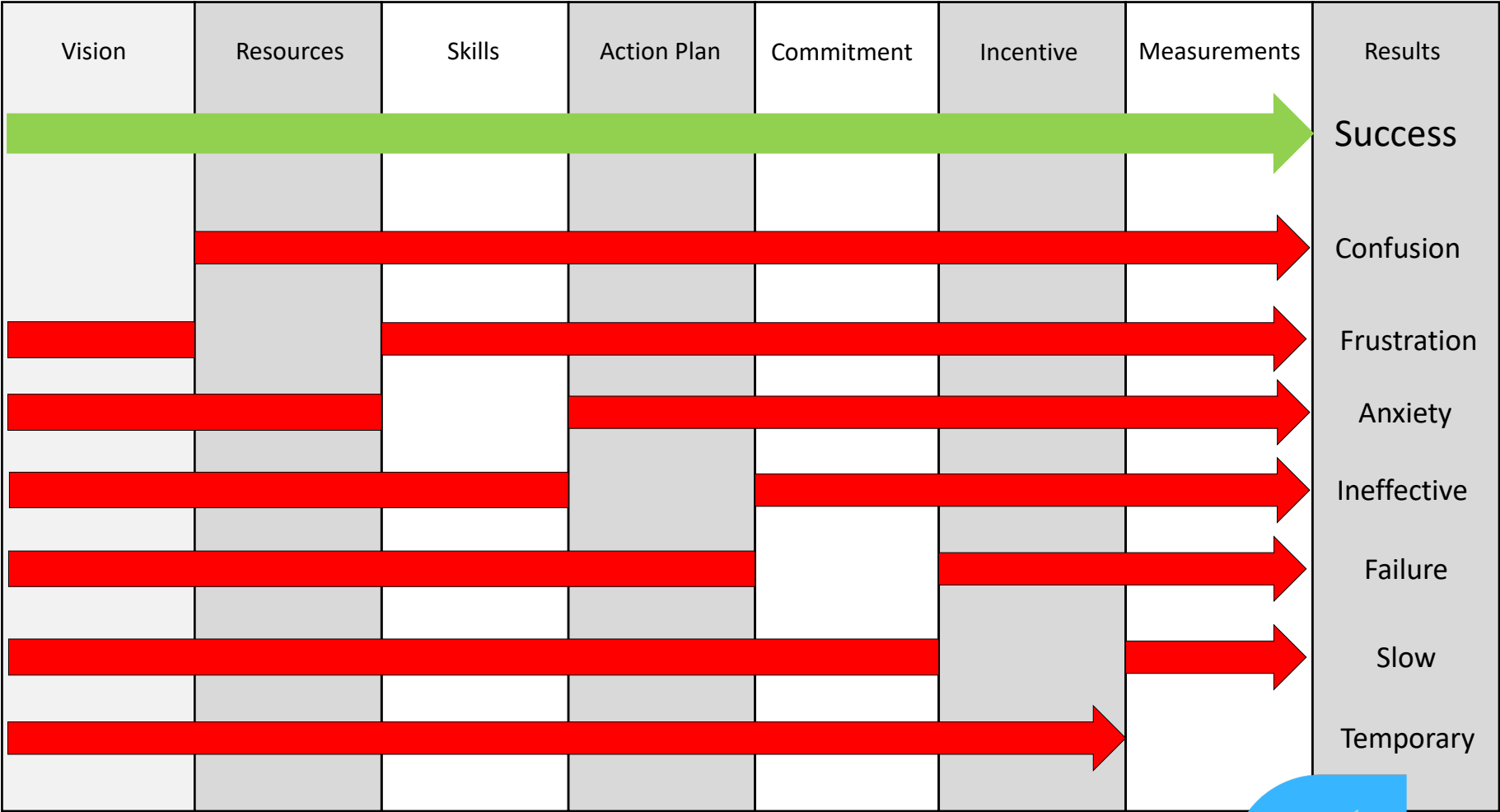
- People's poor behaviour is disincentivised
- Confused responsibilities
- Focus on big problems
- People focus on promoting and defending self
- Great effort is given to repairing the situation



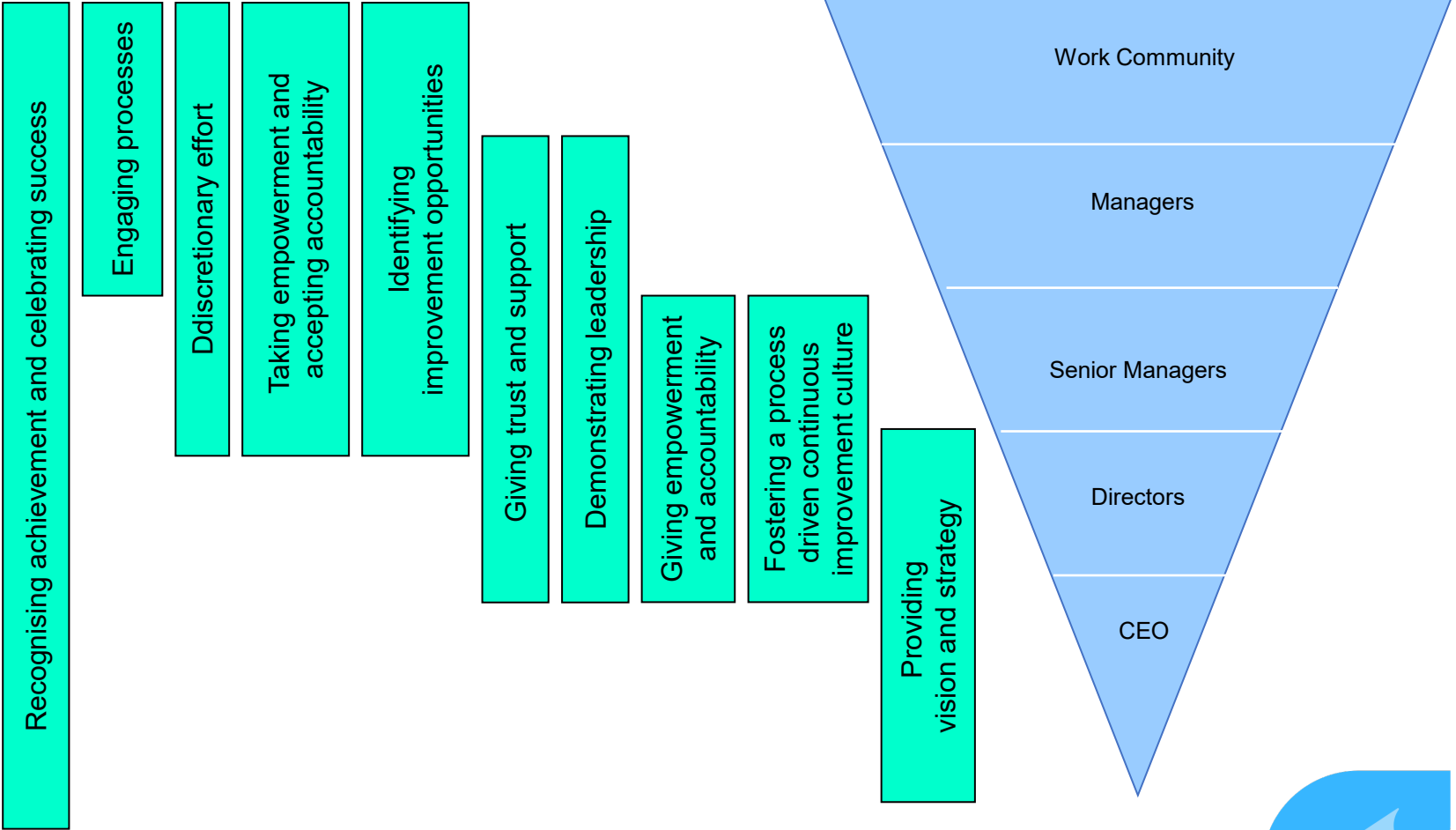
## Positive

- Giving focus to the right behaviours
- Responsibilities made visible
- Focus on every improvement opportunity
- Process driven is a company value
- Focus on eliminating wasted effort

# Holistic approach to success



# Support and engagement



# A risk of getting it wrong but a great opportunity of getting it right

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## Foster

- positive continuous improvement culture
- right behaviours
- improvements to processes, systems and procedures (**the majority of issues**)
- identify training needs (a low percentage of issues)
- performance management as appropriate (an even lower percentage of issues)

## Requires

- leadership and support
- enabling systems
- standard operating procedures
- good data sets
- passion
- a no-blame culture

**Assessed Level of achievement based on performance measures**



## Fostering a positive culture

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- So easy to say but so very difficult to achieve
- Giving people space to embrace the required culture
- Showing respect
- Leading by example
- Behavioural management
- Recognise achievement, celebrate success

