

ART 2

MANAGEMENT INVOLVEMENT

MANAGEMENT CLOSE TO
THE PROCESS

TO BE AN EXAMPLE

TO PROVIDE RESOURCES

MANAGEMENT TO HELP EMPLOYEES

TO ORGANISE FEEDBACK

OPEN AND TRANSPARENT

MAKE FEEDBACK EASY THROUGH
USING AN APP

JUST CULTURE

ABSENCE CAN BREAK TRUST

MANAGEMENT INVOLVEMENT

- TO GIVE STRATEGIC DIRECTION
- TO PROVIDE FOR FUNDS
- TO ENSURE PROPER RESOURCES AND SKILLS
- MANAGE BY EXAMPLE
APPLY PROCEDURES
- QUALITY REVIEWS BY (TOP) MANAGEMENT
- OPERATIONAL KPI $\leftrightarrow$ SAFETY
 $\rightarrow$ ACT SAFE
- (TOP) MANAGEMENT TO TAKE OWNERSHIP OF SAFETY
 - BE CONSEQUENT
 - TRAIN THE TRAINER
 - HIRE CORRECT ATTITUDE
 - MEDEWERKERS TRAINEN ELKAAR
WOGELYK MAKEN
- INVOLVE EMPLOYEES
MANAGEMENT TO FACILITATE
- PROCEDURES ARE NICE, BUT YOU NEED MORE
 - ADAPT TO CULTURE
- TO MAKE THE TEAM SHINE
- TO ENSURE EMPLOYEES ARE ALL INVOLVED
ENTIRE PROCESS

MANAGEMENT INVOLVEMENT

- COMMITMENT IS NEEDED TO MAKE PROGRESS AS WANTED
- PROVIDE FOR RESOURCES
- SHORT LEAD TIMES
- LIMIT NUMBER OF EXPERIMENTS PROVIDE FOR FOCUS
- TO BE OPEN ABOUT DILEMMAS
 - TO BE CLEAR ABOUT DECISIONS
 - AND CRITERIA, BOUNDARIES
- MAKE SURE YOU STAY IN CONTACT
- "HOW CAN I HELP YOU"
 - TO BE ACCESSIBLE
 - HONEST & OPEN
- BE OKAY WITH LEVEL SKIPPING