Research Summary

the reliability group

One-Year Study Yields 95% Prediction Rate for Losses

Organizations that allow *workers* more control over their job environment are significantly more likely to have a safer workplace than those who retain control at the top. In a one-year study of 30 manufacturing organizations conducted with a major international insurance company, researchers found that lower loss organizations typically allow employees greater control over their speed of work, the timing of breaks, and how they do their jobs. In addition, researchers found that work groups within safer organizations were given sufficient autonomy and authority to make necessary decisions. Other significant predictive factors of a safe workplace included the existence of a calm working environment, having a neat and roomy work place, and regular equipment maintenance.

A predictive model developed by Reliability Group consultants correctly classified 95% of the organizations into "high" and "low" loss categories based on measurements of both human and work place factors. The data suggests that the accuracy of loss predictions can be greatly enhanced through the consideration of human factors. According to Reliability Group President Hank Sarkis, organizations can improve loss ratios by emphasizing the development of human factors strongly related to safety. "This study reinforced prior findings that humanistic, people-centered organizations that place a high priority on constructive interpersonal relationships often have superior safety records," he remarked. "Accidents don't just happen. They occur as a result of factors that can be measured and controlled" added Sarkis.