

Trending: Use of Performance Metrics and Trend Results for Continuous Improvement

You have been monitoring your safety management system (SMS) processes, measuring their effectiveness, and trending the results. Now, what do you do with those trends? Use them to continuously improve your SMS, of course!

The purpose of monitoring, measuring, and assessing trends is to identify where your SMS is performing well and where you need to improve so you can make your business processes more effective. This one pager helps you use performance measurements and trend analysis results to drive continuous improvement within your SMS.

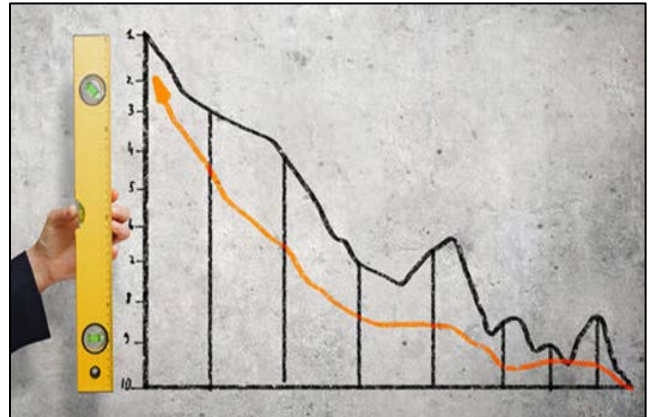


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INVESTIGATE TRENDS AND DEVELOP CORRECTIVE ACTION PLANS

Look for trends showing inefficient and ineffective processes. Determine the causal factors and root causes contributing to each trend to find out why the processes are ineffective. Identify any corrective action items you can take to improve upon the trend. Examples of corrective actions include: changing a process or procedure, allocating more resources, or changing or assigning responsibility or additional training. Involve employees in investigating trends to gain different perspectives and insight.

Track causal factors and corrective actions just like safety and health (S&H) hazards, assigning responsible persons and setting target dates for completion. Observe performance over time to see if corrective actions are effective in negating identified trends, as you intend.



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PRIORITIZE YOUR TRENDS

Once you determine trends requiring action within your SMS, prioritize them from least to most significant. Assess the risk posed by a specific trend, the amount of effort or resources required to address the trend, or the parts of your SMS requiring the most improvement overall. Consider using your S&H committee to help prioritize your trends.

DEVELOP A TREND REPORT

Never let your trends speak for themselves. Prepare a trend report to describe the data monitored, outline identified trends, and detail why they are good or bad for your SMS. Use a combination of text and visual aids to discuss and display trend data. Summarize all data and findings gathered and reviewed.

BRIEF LEADERSHIP

Share trend reports with leadership and brief them on trends (good or bad) and the improvements needed within your SMS. Ask them to help initiate action, or changes, within your organization. Ensure leadership understands the trends identified and the actions needing taken for improvement. Inform leaders of ideas to create new goals and objectives to address key trends.



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DRAFT NEW S&H GOALS AND OBJECTIVES

Use your most significant trends to establish annual S&H goals and objectives. Using your trends ensures greater focus and emphasis in making specific improvements across the organization.

Establish your goals and create actionable objectives outlining how you will accomplish the goal. Consider using your S&H committee to identify the best goals and objectives to drive continuous improvement in your SMS. Assign responsible persons to monitor progress periodically. Ensure your goals and objectives follow the [SMART model](#).



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COMMUNICATE TRENDS AND ACTION PLANS

Communicate your trends, corrective actions, and S&H goals and objectives to affected employees (e.g., workers, key stakeholders involved in trend analysis or SMS improvements, person(s) assigned corrective action items).

For example, you identify a trend of industrial hygiene monitoring not being conducted as scheduled. Communicate this trend and the actions needed with industrial hygiene and occupational health staff, then talk to supervisors about informing these key stakeholders when a process takes place requiring monitoring.

Use different communication methods to convey trend information (e.g., postings on S&H bulletin boards, presentations delivered organization-wide, one-on-one meetings with key stakeholders, flyers, emails, etc.). Make sure the lowest-level workers are capable of reading and understanding the information provided.

For additional information on the SMCX's services, please visit the SMCX-hosted website at: <https://www.smcx.org/>.



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