

Reasons for not using the proper procedure & equipment	How to ensure that the proper procedure & equipment is used
<input type="checkbox"/> Employee finds the proper procedure & equipment difficult to follow/use	<ul style="list-style-type: none"> • One on one coaching • Identify equipment that is easier to use • Simplify the procedure (use the Activity Improvement Tool)
<input type="checkbox"/> Employee forgot the proper procedure or had a momentary lapse in concentration/judgment	<ul style="list-style-type: none"> • When mistakes happen <ul style="list-style-type: none"> ○ Help the employee learn from them ○ Avoid emotional outbursts, sarcasm ○ Try to avoid punishment for honest mistakes • Regular reminders • Signs/Postings • Regular refresher training • Keep procedure documents where they can be easily accessed by employees • Simplify the procedure (use the Activity Improvement Tool)
<input type="checkbox"/> Employee did not know the proper procedure	<ul style="list-style-type: none"> • Review the new employee orientation process • Training
<input type="checkbox"/> Employee knows the proper procedure, does not find it difficult and chooses not to follow it entirely <ul style="list-style-type: none"> • They don't understand the BENEFIT of the doing the activity CORRECTLY • They don't understand the CONSEQUENCES of doing the activity INCORRECTLY • They have always done it incorrectly and have never experienced a negative consequence • Not everybody uses the proper procedure 	<ul style="list-style-type: none"> • Provide positive feedback when the proper procedure is observed • Explain/show why it is important to follow the proper procedure • If doing the activity the wrong way results in problems that are important but infrequent, give examples of the possible problems <ul style="list-style-type: none"> ○ Employee may not have experienced the problem, yet! • Enforce the proper procedure consistently with everyone <ul style="list-style-type: none"> ○ If there are exceptions, ensure that they are well understood and justifiable