

Safe Workplace Toolbox

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Regional Safety Manager

The Five Whys

getting to the root of a complex problem

Benefits of the 5 Whys

- It helps to quickly identify the root cause of a problem.
- It helps to differentiate between the contributing factors of a problem and its root cause(s).
- It helps determine the relationship between different root causes of a problem.
- It can be learned quickly and doesn't require statistical analysis to be used.

What You Need to Know!

- Why did it incident/injury happen?
- Why ...?
- Why ...?
- Why ...?
- Why ...?
- What was the root cause?
- What changes, repairs, or training needs to be conducted as a result of this incident, so this doesn't happen again?
- How could this have been prevented?

Example: Compressor Oil Leak

TM falls and suffers an injury in the maintenance building. What is the root cause?

- **Why:** There was a puddle on the floor
- **Why:** Oil spilled from a compressor
- **Why:** The oil leak from the compressor was not detected
- **Why:** The compressor was not inspected or maintained on a regular basis.
- **Why and the root cause:** The compressor maintenance wasn't assigned to TM for inspection and maintenance.



ask why over and over...

Ask basic questions and answer each one before moving on to the next why.

Use this method for any adverse occurrence whether it caused injury or not and you'll create a much stronger health and safety management system.



Scenario: A worker is on a ladder cleaning a window when from the ladder slips and he falls, injuring his back.

Why: The ladder wasn't secured.

- The team member was given the proper tools to secure the ladder.
- ***It must be the TMs fault***

Why: The team member was only going to use it for a short time and didn't secure it.

- Experienced worker
- Done it many times before

Why: How did no one notice the team member not using the safety device?

- Manager assumed because of the team member's experience they didn't need supervision.

Why: No periodic checks by supervisor?

- Management didn't think that was part of their job.

Why: Why was there no system in place for defined roles?

- No consideration for traditional monitoring of lone workers.

Root cause: No system to combat this accident, lack of communication within company.

- Team member monitoring plan
- Improved system of communication between all levels of management.



Let's Review Examples

Underground Shock

“McGee v. The City of Alameda”

Construction worker hit an underground energized electrical line while using a drill at a construction site, causing him severe electrical injuries that resulted in third degree burns to over 20 percent of his body, limb amputations and brain damage.”



Do You Have The Keys?

An activities coordinator drove a golf cart to the pavilion where a bounce house was located for a kid's activity. There were multiple boxes sitting on the passenger seat of the golf cart with activity supplies. The team member left the golf cart with the keys in the ignition, but the parking brake was on. The boxes fell off the seat, pressing the gas pedal, and running over the kids in line for the bounce house.



Walk the Line

An office coordinator is walking into the office and trips on an extension cord. They end up falling and spraining their wrist. The team member will now be missing work for physical therapy and has restrictions on the work they can perform.



Paying Attention to The Small Stuff

How Many Times Have You Walked Past It?



How Many Times Have You Walked Past It?



[illegible]



Test every 30 days

COMMUNITY/RESORT: _____
DATE PURCHASED: _____

[illegible]

Property: _____ Month of _____, _____

Please complete this report by the 15th of each month and keep it in the Community Administrative Binder at the property office. All defective equipment shall be removed from the site, or the defect corrected immediately.



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[illegible]

Maintenance Mayhem



Maintenance Mayhem



S
A
F
E
T
Y



Live the Golden Rule



Nothing Changes if
Nothing Changes



Do the Right Thing



Mindset is Everything



We Over Me



Keep it Simple



Be Yourself and Thrive



Find The Hazard!



