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## College Africa Group – Developing a High Reliability Organisation

Today's world is full of the unexpected. System failures, terrorism events, disease outbreaks, and superstorms disrupt businesses every day, sometimes to an unrecoverable point. Despite these challenges, some services (such as power plants, hospitals, and airports) have no choice but to continue operating.

This one-day course will explore how these organisations maintain high reliability even in times of serious crisis and stability. We will share their secrets in a way that can be applied to all organisations in order to create high reliability and continued success.

This one-day workshop will teach participants:

- Define the characteristics of a high reliability organisation
- Define key concepts required for high reliability, including mindfulness and expectations
- Describe the five principles governing high reliability organisations: preoccupation with failure, resistance to simplification, sensitivity to operations, commitment to resilience, and deference to expertise
- Audit activities at all stages to assess the business' reliability

### **What is a High Reliability Organisation?**

This session gives students a look at what a high reliability organisation (HRO) is and what high reliability organisations have in common. This session also takes a look at the Deepwater Horizon oil rig disaster which is examined throughout the course.

### **Key Concepts**

Once students have a grasp of what constitutes a high reliability organisation this session takes it further and explores the key concepts for the fundamental principles of a high reliability organisation. These concepts are discussed in depth and it is considered why they are important to these organisations. A case study allows students to apply the principles to a real-life situation.

### **The Anticipation Principles**

The five key principles of HROs are divided into two separate sections. The first section focuses on anticipating unexpected events and preparing for them. These principles are known as anticipation principles including: preoccupation with failure, resistance to simplification, and sensitivity to operations. These principles will be applied to the Deepwater Horizon disaster.

### **The Containment Principles**

The containment principles follow upon the anticipation principles and act upon negative events that sometimes happen regardless of anticipation and preparation. These principles recognise this and give ways to mitigate the impact of these events. The principles of commitment to resilience and deference to expertise are explored here and are applied to Deepwater Horizon.

## **Auditing for High Reliability**

This session takes students through a look at a few types of audits of HROs. Also provided are some sample questions to help students assess the presence of each of the high reliability principles in their organisations. A case study is also considered to practice applying a basic auditing technique.

## **Test Driving**

In this session students are presented with an in-depth case study which allows them to reflect upon all the principles and practices illustrated in this course.

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