

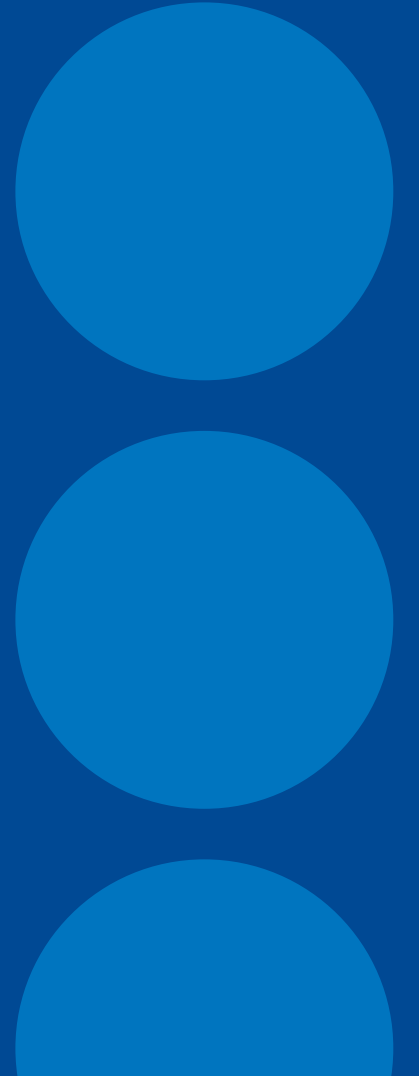
# Error culture - basis for successful digitalization

8<sup>th</sup> International Conference “Construction Safety and Health”

Nicosia, Cyprus, 26<sup>th</sup> – 27<sup>th</sup> May, 2023

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## Error culture = basis for innovation

A positive error culture encourages companies to

- develop new ideas without fear of making mistakes.
- support employees to be creative and recruit digital thought leaders.
- decisively advance the innovation culture of a company.

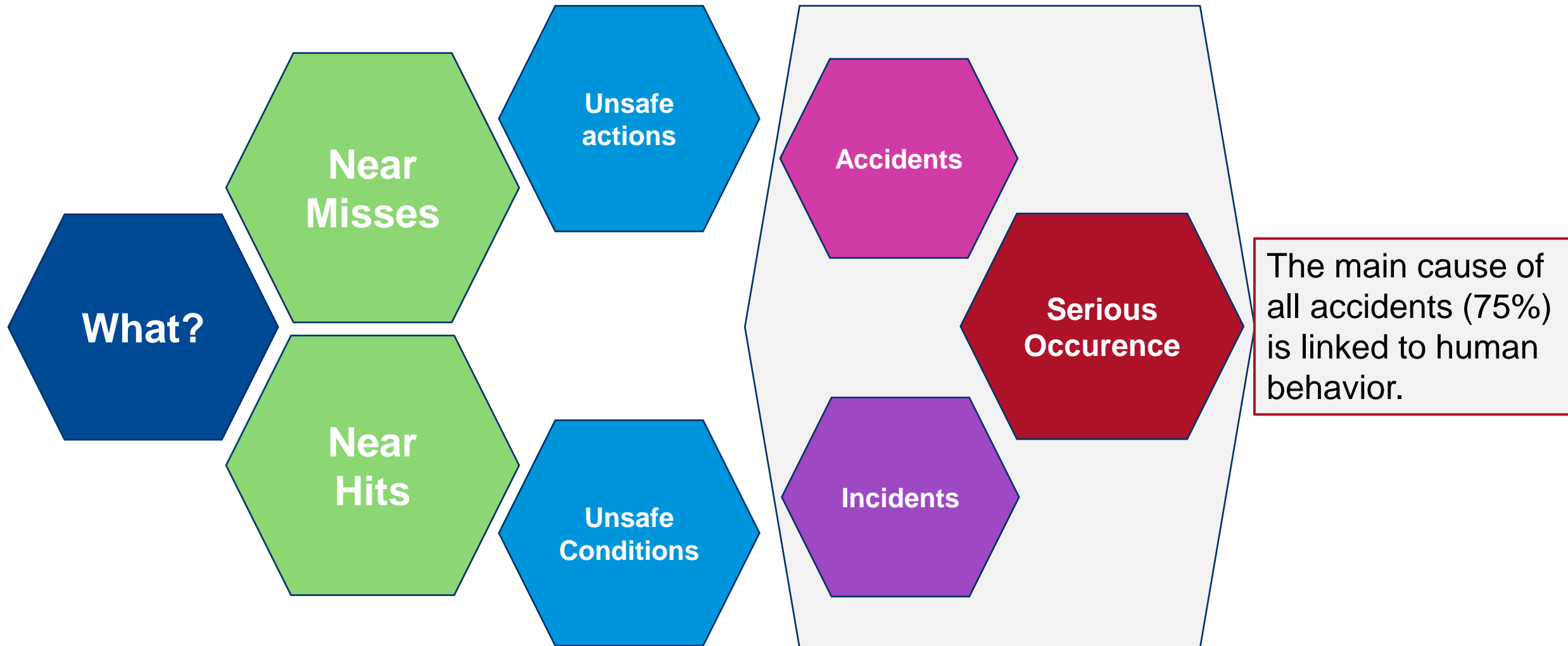
## What are errors?

- Errors are **human** and happen every day.
- Errors are unintended **deviations** from plans, goals, standards or from a code of behavior
- Errors can lead to **accidents**
- Errors can cause **costs**

That's why it's worth to rethink and **learn** from them!



# From Near Misses to accidents



## Open Error Culture

**Addressing errors  
openly means  
being able to learn  
from them.**



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## Open Error Culture

A good culture of prevention depends to a large extent on how errors and adverse events are handled.

**Factor 1: Move away from blaming, towards learning from mistakes**

Changing the focus from the Individual to the cause, from a “blame culture” to a “just culture”.



## Open Error Culture

An error culture indicates how errors are dealt with in companies.

### **Factor 2: Improvement instead of punishment**

In an open error culture, the focus is on solutions, not punishments.





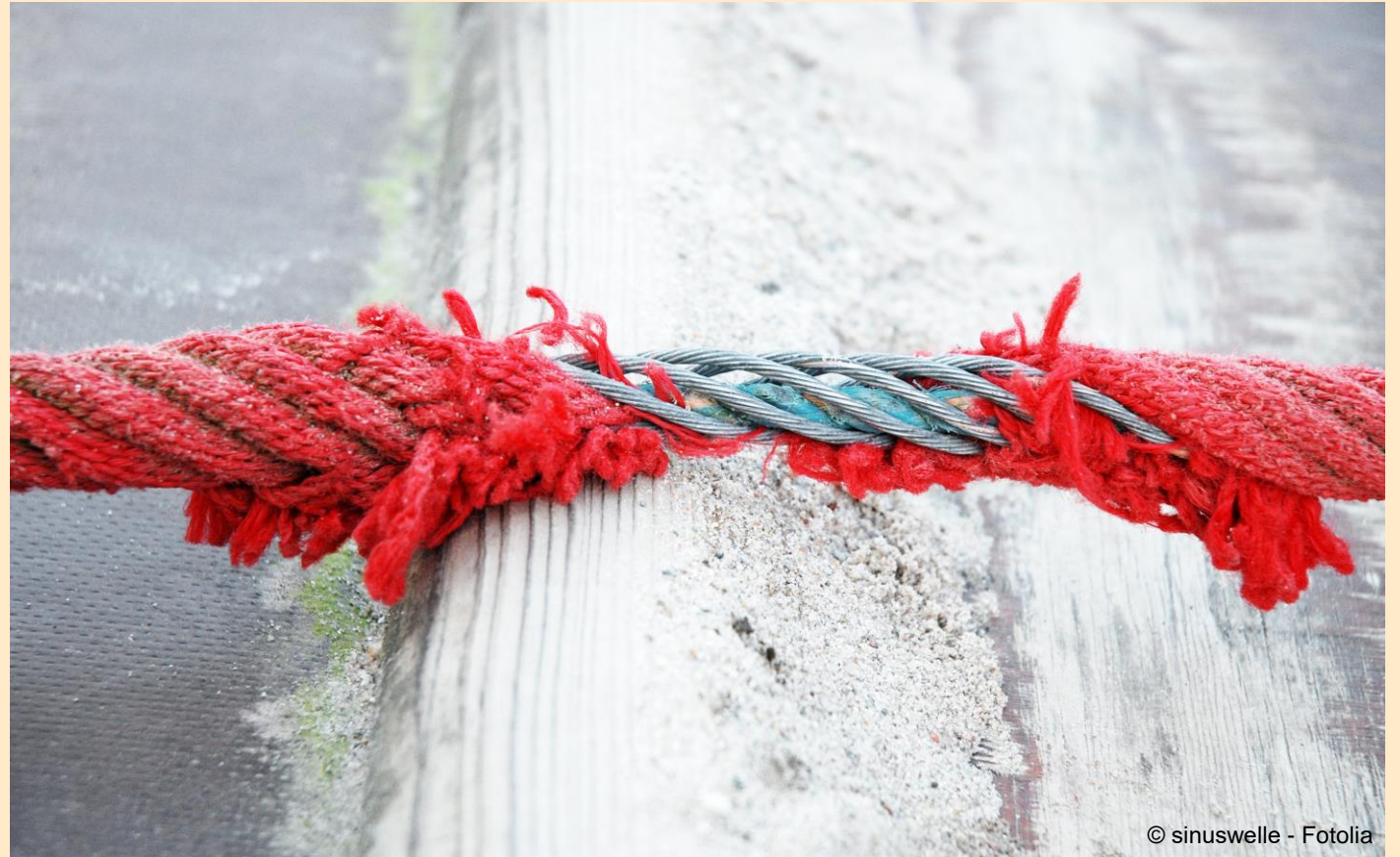
# Open Error Culture

An error culture indicates how errors are dealt with in companies.

## Factor 3:

### Clear and trustful communication

Clear, reliable communication and information channels encourage employees to report problems, errors and improvements without fear of consequences.



## Open Error Culture

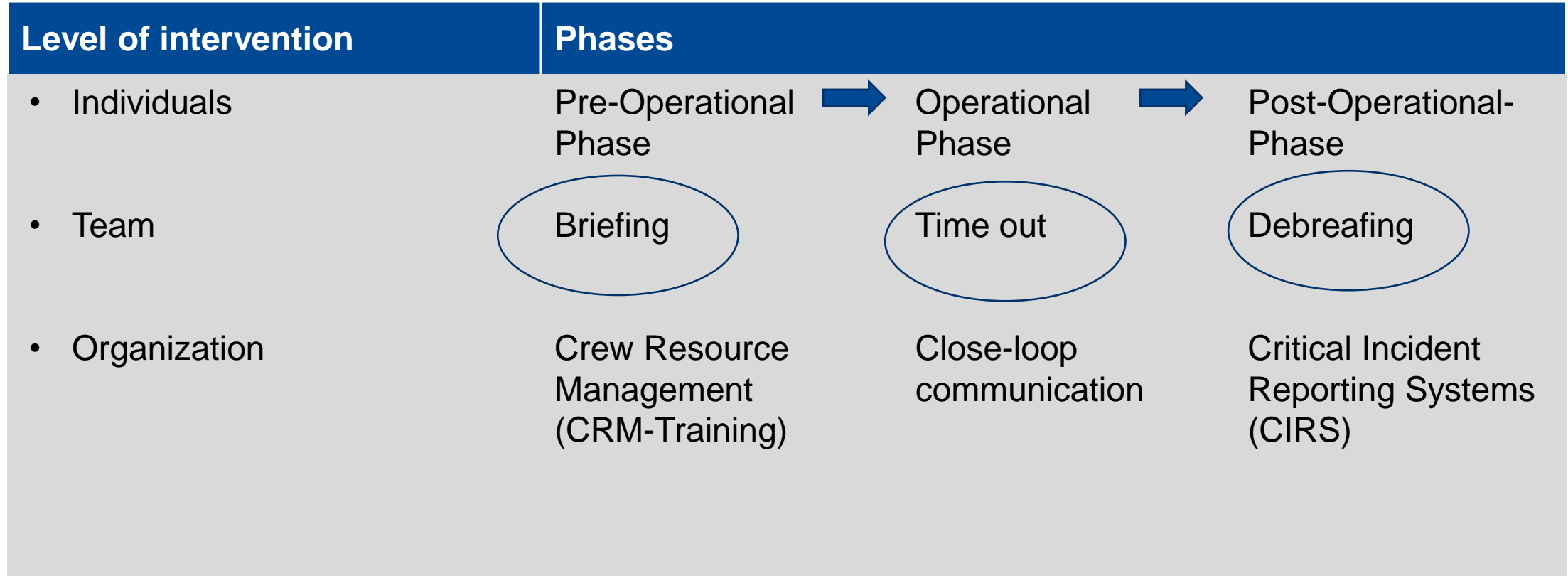
An error culture indicates how errors are dealt with in companies.

**Factor 4:**

**From against each other to with each other**



# Management of errors



Adaptive Error Management System (AEMS), Marquard 2019

## Systematic handling of errors

One way to systematically respond to errors is to work with the following questions:

1. Knowledge: Was the rule known?
2. Commitment: Do all employees adhere to the rule?
3. Competence: Was it possible to adhere to the rule?
4. Conflicts of interest: Was compliance with the rule a priority?
5. Motivation: What led to the rule not being followed?



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## Errors enable development and innovation

**Walk your talk – everything is starting with you!**



Thank you for your attention.

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**VISION ZERO**   
Safety.Health.Wellbeing.

