



## What's New with vPSI Group



ConocoPhillips brass band marching in the Folktoget (People's Parade)

Norman Ritchie, Director, vPSI Group was recently in Norway as part of Marathon's Global vPSI Implementation. He and Ray Cook, Advanced Senior Health Environment Safety Professional for Marathon, traveled to Stavanger and conducted 3 vPSI Fundamental Classes. While in Stavanger, Norman and Ray joined the double celebration of Norwegian Constitution Day and Alexander Rybak from Norway winning the Eurovision Song Contest.

Marathon Terminal & Transport has kicked off a series of vPSI Fundamental Classes in Findlay, Ohio and Catlettsburg, Kentucky.

Marathon is the only US Integrated oil company with its own inland marine fleet, operating 15 towboats and 196 barges. Trainees included personnel from the support organization in addition to boat Captains.

Carl Veley, Founder, vPSI Group, LLC, was a keynote speaker at the Texas Chemical Council / Association of Chemical Industry of Texas Environmental Health and Safety Seminar held at Moody Gardens in Galveston on June 8-11th. The topic of Mr. Veley's talk was *Better Accident Prevention with Fewer Resources*. A copy of this presentation can be obtained by contacting [info@vpsigroup.com](mailto:info@vpsigroup.com).

On June 1, vPSI deployed another web resource, the vPSI Online Rating Tool. Like the Pre-Task Planning tool, the Rating Tool mirrors vPSI methodology on corrective actions. vPSI maintains that corrective actions must be "plans" for achieving a desired objective – like preventing incidents from happening in the future. The tool allows users to weed out those corrective actions that won't meet the desired objective and rate the effectiveness of those that will. Learn more about this on page 4.

## Marathon 2008 vPSI Number Audit Results

vPSI Auditors recently completed the 2008 vPSI Certification Audit for Marathon Oil Corporation. All assets reached the vPSI Metric Goal of 200.

Marathon's 2008 certified vPSI Number is 228. This reflects that the organization has achieved and maintains a continuous improvement culture.

Marathon is the first oil company to fully implement the vPSI System™, with all Upstream operations in the United States, the United Kingdom, Norway, and Africa and the Catlettsburg (Kentucky) Refinery now using the tool.

Ray Cook, Advanced Senior HSE Professional, was attending a Society of Professional Engineers conference in Calgary five years ago when the title of one of the breakout sessions caught his eye: "A new way of measuring safety performance that will affect the entire industry." After sitting through the presentation, he was impressed with what he heard about vPSI.

"The statistics everyone has been using – incidence rates - are not effective measures of safety performance. We're trying to focus on identifying incidents before they cause a loss and putting in long-term solutions to prevent them," Cook says.

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## Marathon 2008 vPSI Number Results (cont'd from page 1)



vPSI Fundamental Class in Stavanger

Marathon Totals				
	NAPO	IPO	WWD	MOC
# Reports:				
Rated 0	1	4	0	5
Rated 1	49	44	5	90
Rated 2	224	107	257	588
Rated 3	284	189	72	525
Total Reports	558	324	334	1216
Total Points:	1349	765	735	2049
Planning Index:	2.42	2.36	2.20	2.34
No-Harm Reports	500	292	294	1094
Awareness Index:	1.00	1.00	1.00	1.00
Type 3 Plans Implemented	270	148	72	490
Imp. Index (%)	99	86	100	97
<b>vPSI Number</b>	<b>239</b>	<b>218</b>	<b>220</b>	<b>228</b>

vPSI promotes a simple way of investigating incidents based on what people do rather than traditional cause methodology. "vPSI looks at 'actions of people' instead of 'things.' It identifies the shortcomings of the business process and helps identify lasting solutions to problems," Cook notes.

It also provides a way to evaluate corrective actions before they are put into place, avoiding a shotgun approach to correcting problems. "Instead of throwing everything at a problem and hoping something works, vPSI forces you to re-examine how you've looked at things in the past and helps you implement a long-term corrective action to a problem."

## Making the Most of Incident Investigations



"There is a gap between those things we want to happen (good ideas) and the reality of making them actually happen."

Let's face it, incident investigations cost money. Most drain resources, generate multiple corrective actions with more than half failing to meet the investigation's objective of preventing whatever went wrong (the unplanned event) from happening again.

With reduced resource pools and tighter budgets, we are challenged to do more with less. Our target should be to reduce the number of corrective actions that are generated from an investigation by weeding out the ones that will have limited or no effect and turn our focus on corrective actions that will prevent things from going wrong in the future.

Here are a few common pitfalls to avoid when writing corrective actions.

1. Avoid giving "good Advice" (e.g. *Never begin work on electrical outlets until power has been turned off.*) It will probably have much the same impact of that motherly advice you received as a kid—nothing to cause a change in the behavior of your employees.
2. Do not confuse "calls for further analysis" as a corrective action. (e.g. *Review inspection procedure.*) Just reviewing the procedure will not prevent anything from

happening. The old procedure must be updated by a competent person to include the omitted step and then the new procedure implemented every time the work is carried out to prevent it from happening again.

3. Recommendations do not change reality. (e.g. *Ensure there is a control mechanism in place which prevents workers entering any work site without basic safety awareness training.*) A plan is needed here to cause the control mechanism to be put in place and used. This could be achieved by assigning someone to modify existing site orientation procedures to require all new and transfer employees provide a certificate of basic safety awareness training before they can be issued a badge or allowed on the job site.

There is a gap between those things we want to happen (good ideas) and the reality of making them actually happen to reach our desired objective. Getting there requires a PLAN. (More about plans in our next issue).

To learn more about targeting corrective actions to prevent things from going wrong, sign up for a vPSI Workshop.

## About the “V” in vPSI Group

People always ask what vPSI stands for. It is an acronym for **Veley’s Problem Solving Index**. The metric and methodology was created by Carl Veley, the company’s founder.

Carl’s career began many years ago in Oklahoma while attending University of Tulsa part-time and working for Dow Chemical. He later joined Dowell Schlumberger and became their first Corporate Safety Manager.

For the record, Carl has retired at least twice,

once from Schlumberger and once from buffalo ranching. During his first two retirements, Carl had a great deal of time to devote to thinking about problems. He became intrigued with the apparent connection between ineffective problem solving and the growth of bureaucracy. Carl’s “death spiral of bureaucracy” model soon became the driver for solving problems effectively the first time they appear.



Carl Veley  
Founder, vPSI Group, LLC

## Back to the Future....

In June, Norman Ritchie, co-founder of vPSI Group, gave a keynote address at the IMPACT WORLD Users Conference in The Woodlands, TX, organized by Syntex Management Systems, Inc.

In keeping with the conference’s theme, Norman presented “Calculating Leading Indicators from Lagging Processes” with a “Back to the Future” twist. One of the biggest problems with the idea of time travel was first described by Rene Barjavel in his 1943 novel *“Le Voyageur Imprudent”*. The “Grandfather Paradox” points out that a time traveler cannot go backwards in time and kill his grandfather before he had children, because then the traveler would not have been born and could not have made the trip in the first place. So how does this relate to problems, and accidents in particular?

To a great extent, your future has been determined by how you responded to past incidents (in terms of your investigations and corrective actions), therefore measuring those past responses provides an important insight into your future safe work performance.

vPSI allows you to “defeat” the Grandfather Paradox by going back in time to revisit your old investigations (no DeLorean required) and use the vPSI System to identify uncorrected problems. The real corrective actions you develop and implement today are most likely as applicable now as they were back when the problem surfaced originally. Result: a better future by “changing” the past!

**“YOUR FUTURE HAS BEEN DETERMINED BY HOW YOU RESPONDED TO PAST INCIDENTS....  
.....A BETTER FUTURE BY “CHANGING” THE PAST!**

## Happenings in Houston

If you find yourself in Houston we recommend you spend 1-2 hours at the Houston Museum of Natural Science strolling through the newest exhibit.

Named as one of the top five “must-see” exhibits by Time Magazine, Terra Cotta Warriors, Guardians of China’s First Emperor, is now open until October 18th. 8000 of these clay figures stood guard over a vast necropolis commissioned by Qin Shi Huang while

he was just 13 years old. The exhibit features 14 warriors including generals, infantrymen, officers and servants as well as a cavalry horse. Also on exhibit are two replicas of the bronze chariots that were discovered in the cavernous vault, a suit of armor, exquisite pendants, cross bows and various artifacts from circa 210 BC.

Tickets can be purchased in advance online at

<http://store.hmns.org>



Terra Cotta Warriors  
Houston Museum of Natural Science  
May 22—October 18, 2009





# vPSI Online Web Tools

<http://vpsionline.com>

## New Portal for vPSI Online Tools

The vPSI Online Rating Tool System<sup>SM</sup> was launched on June 1, 2009 as a free resource for safety, risk management and loss prevention professionals worldwide. The vPSI Online Rating Tool System<sup>SM</sup> application is designed to help organizations manage and immediately rate their responses to unplanned events.

The vPSI Online Pre-Task Planning Tool and Library System<sup>SM</sup> just celebrated its first year anniversary. In just a year, over 400 users from all over the world have contributed more than 230 JSAs in the Open Library, covering a broad range of work activities.

vPSI's Online Pre-Task Planning Tool & Library System<sup>SM</sup> is a true Web 2.0 application, utilizing a "peer production" model in the mold of Linux and Wikipedia to harness the creative potential, insights and expertise of the user community, to the benefit of all concerned.

Within the tool, the Open Library is a free resource available to individuals worldwide and is supported by corporate subscribers.

Corporate Accounts operate in secure private libraries with multi-user interfaces. The PTP templates can be customized according to company standards.



## VPSI GROUP, LLC



10497 Town and Country Way  
Suite 225  
Houston, TX 77024, USA  
Phone: 713.460.8888  
Fax: 713.460.8988  
Email: [info@vpsigroup.com](mailto:info@vpsigroup.com)

vPSI Group, LLC offers the following services, including training in each service area:

**vPSI Metric (vPSI Number)** measures how organizations respond to unplanned events and drives continuous improvement.

**vPSI Online Pre-Task Planning Tool and Library System<sup>SM</sup>** streamlines the pre-task planning process, reducing time requirements while greatly improving effectiveness.

**KUBO-TEPA<sup>TM</sup>** identifies corrective actions with broad application and long term effectiveness that can be embedded in current processes and systems.

**vPSI Online Rating Tool System<sup>SM</sup>** provides organizations with vPSI tools and techniques to prevent recurrence of unplanned events.