Third Coast Underwriters

# Five essential processes of an effective accountability system

An effective accountability system: establishes standards of performance; provides resources and supports performance; measures and evaluates performance; and reinforces desired performance through the appropriate application of effective consequences.

## 1. Establishing formal standards
• Communicate performance expectations
• Programs, Policies, Plans, Processes, Procedures, Practices (the Six P's)
• In writing – formal

## 2. Providing adequate resources
• Physical = tools, equipment, materials, workstations, facilities
• Psychosocial = workload, schedules, training, relationships, leadership

## 3. Evaluating employee performance
• Behaviors are observed and quantified
• Behaviors are detected and corrected before an injury
• Informal and formal observation procedures are used

## 4. Applying effective consequences
• Must be effective - increase frequency of desired behaviors
• Soon - certain - significant - sincere
• Applied only after it's determined management has met obligations to employee
• Discipline is based on fact not feeling - based on careful analysis
• Consistent throughout the organization: top to bottom and laterally
• Appropriate to the (1) severity of the infraction and (2) impact on the organization

## 5. Evaluating the accountability system
• Examine and improve the first five elements
• Analysis/evaluation conducted by safety staff
• Improvements carried out by line management