



User Summit 2010

Theme:	Process Sustainability
Dates:	April 19-21
Times:	Starts at noon on 4/19, ends at 1 p.m. on 4/21
Events:	Dinner and Award Ceremony April 19 th Pirates vs. Brewers April 20 th

Our desire is to run each room as a facilitated conversation. What is successful? What indicates failure? We want you to learn from each other while DBO2 provides proven methods to implement. Lastly, show how technology supports these driving forces. Customer presentations will showcase three companies that have achievable methodology to drive their employees toward continuous improvement.

What to Expect:

The How To's Within DBO2

Understanding what reports are needed to give your company the maximum sustainability can prove difficult. The idea of this session is to review basic reports that will assist in turning your data in to measurable action items. This way you can keep your data reviews different from week to week while providing added awareness to your team.

We will look at reports that will be useful in your observer/inspector reviews. What do they need to focus on to create a higher quality inspection? Lastly we will review some of the tricks that will allow you to move smoothly in your zone giving you the quick-glance view of where you need to focus your time.

Indexing: Going the Extra Mile

In this session, we will take a use case approach to exploring the power of Indices. We will talk about how the Observer Index can be customized to reflect your company's observation values pursuant to verifying quality of participation in your program. Furthermore, we will walk through use cases of how the Project and Contractor Indices can be used to predict risk and track performance. Finally, we will discuss best practices for utilizing Index information to proactively manage your program.

Manage All Your Critical Safety Metrics in SafetyNet

You already manage your inspection and observation process in SafetyNet, but probably track your incidents and injuries in a separate location. SafetyNet's incident tracking module allows you to keep all this information in one place, and generate critical loss metrics. In this session we will show you how to enter incident and injury information into SafetyNet, track project hours, and report on incident rates and injury types. You'll also learn how to produce OSHA logs and reports. In addition, we'll show you how to compare leading indicators (generated by your inspections and observations) with lagging indicators (from incidents and injuries) to improve and sustain your safety program.

What's on your Dashboard?

A well-crafted Dashboard should enhance the user's management of their program while complementing their data analytics online. Have you set up your dashboard? Did you know each user can have a customized dashboard? What are you tracking? What would you like to track? This inaugural Dashboard session will cover the feature in more detail. We will review what the Dashboard view tells the user, how to maneuver around/customize the list management as well as adding charts and reports.

Goal Setting for Success: Creating, Achieving & Communicating

Goal setting is done on a daily basis. These goals can be motivational to some, while others need additional support to achieve the desired outcome. There are many mnemonics for setting effective goals like SMART. However, making these goals work for your initiatives may require some additional skills and techniques. This session will review successful characteristics of goal setting and discuss how, when used properly, goals can help you motivate your employees.

Benchmark Your Leading Indicators to Manage Jobsite Risk

Companies need better leading indicators of worksite risk. Using lagging indicators like claims to diagnose safety culture is both limiting and potentially misleading.

This session highlights how organizations are successfully benchmarking observations they collect to effectively reduce—and prevent—hazardous conditions and behaviors on worksites. The key takeaway from this session will be to set up internal benchmarking expectations so that data collected can be compared against and subsequently feedback can be provided on the results to drive improvement.

Process Sustainability: Attaining & Maintaining Process Momentum

Process sustainability is a challenging issue for most companies. Some common characteristics of sustainable processes are: people consistently do it, it's manageable and it can adapt as needed based on changing needs or conditions. However, there are several roadblocks that can make sustaining processes challenging. This workshop will provide the participants some of the most common (and challenging) roadblocks to process sustainability and techniques to overcome these challenges.

Improving Observation Quality for Inspectors

Inspection expectations are usually very clear. For example, perform three inspections per week or one inspection per month. However, the quality of those inspections can vary widely depending on many factors. This workshop will shed light on the many tools and techniques that companies can use to measure the quality and effectiveness of inspections. Each indicator can be used individually or combined into an annual review process designed to make your inspectors better.

Leadership Engagement: Attaining, Sustaining & Complaining!

Good is the enemy of great. Many companies have a good culture; few have great ones! Great cultures generally have strong leadership engagement. However, gaining leadership engagement can be difficult, or seemingly impossible. This session will provide ideas, tools and techniques you can use to motivate your leadership team to move your culture from good to great.