

Performance Coaching Reduces Accidents and Lowers Ill Health Risk at Nuclear Fuels Manufacturing Operations

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Lean Mentor International on working with Springfields Fuels

The management team at Springfields Fuels showed strong levels of commitment throughout the process, and were a pleasure to work with. I'm very pleased with the results and look forward to our continued working relationship.



Derek McMillan is the Behavioural Safety Coordinator at Springfields Fuels. He operates rigorous policies to ensure the safety of his workforce. Working for a nuclear fuels manufacturing operation, ensuring health and safety is understood by all staff members is of paramount importance and Derek's goal is zero injuries on site.

As part of his on-going commitment, Derek is responsible for developing training systems which can be adopted by 20 safety managers across the company.

"Previous attempts to do this have been using a tick box approach, which have failed to get the involvement from the staff."

Derek continues, "We approached Lean Mentor International, as they had demonstrated successes in training senior managers to implement our manufacturing systems. We

felt similar techniques could be used to train our Safety Managers."

Managers take ownership

Lean Mentor International (LMI) worked alongside Derek to carry out Performance

Coaching with 20 of the safety managers, which involved a series of one-to-one coaching techniques. It was imperative these techniques were effective in absorbing the new H&S system; as they would then go on to train the 300+ staff across the site.

"The response from everyone involved felt the friendly interactive style was far more effective than the manual approach. It allowed managers to take ownership and apply their learning more effectively."

Award winning systems

The system will be rolled out to the 300 observers from July-October 2011, with expectations of increased awareness of safety on site, a reduction in injuries and for the target of zero to be achieved across the organisation.

Springfields Fuels Limited has since been named as the winner in the Manufacturing Industry Sector in the esteemed Royal Society for the Prevention of Accidents (RoSPA) Health & Safety Awards 2011.

The accolade covers Springfields Fuels Limited's safety performance throughout 2010 and recognises the many initiatives introduced at the nuclear fuel manufacturing site in recent years, including regular safety workshops for all employees, Near-Miss reporting, risk assessments and the development of a behavioural safety culture, which involved the Performance Coaching led by LMI.

CALL:
**+44(0)1745
857 688**
or email Lean Mentor
International:
info@leanmentorinternational.com
leanmentor
international