

# The Role of Work Procedures in Maintenance

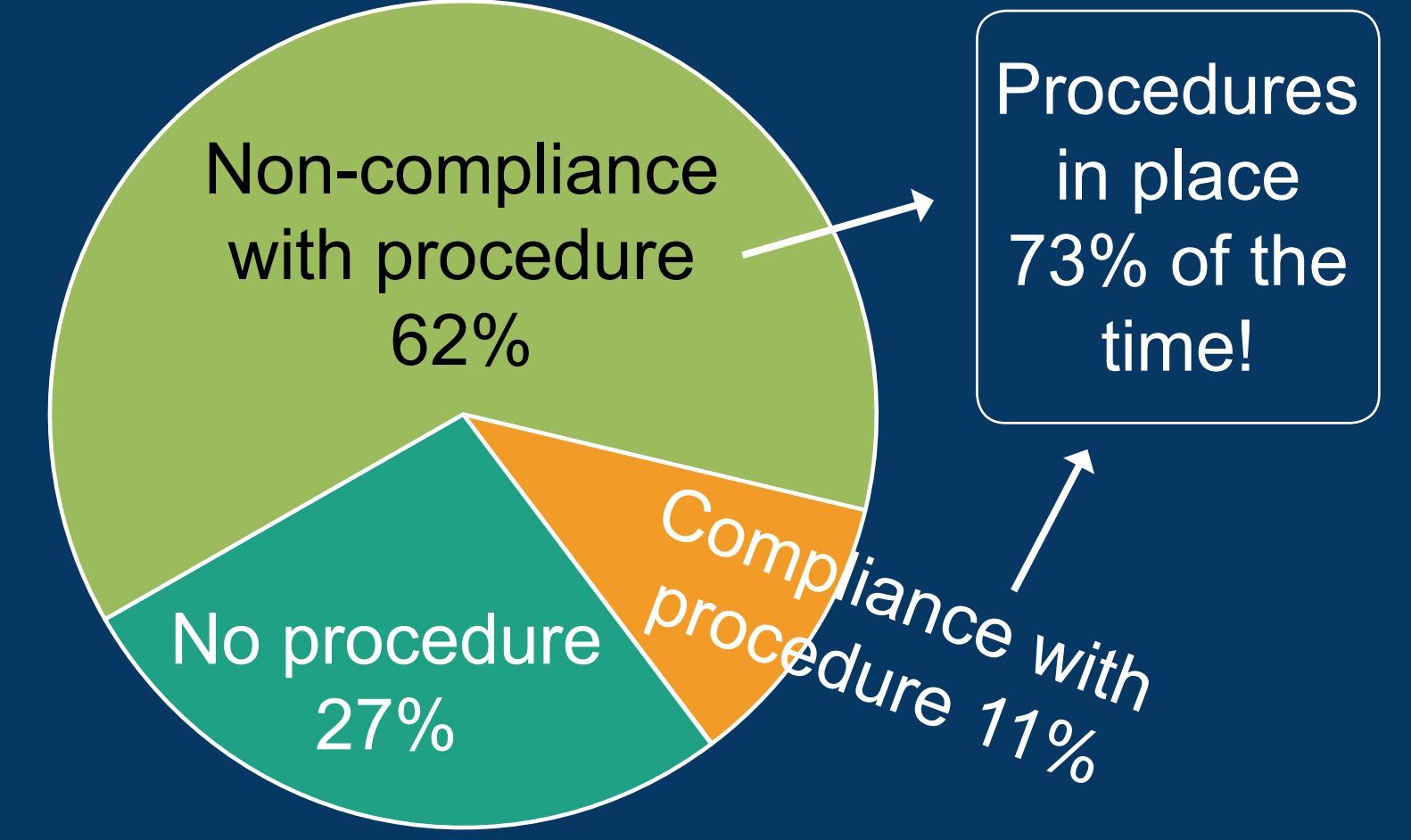
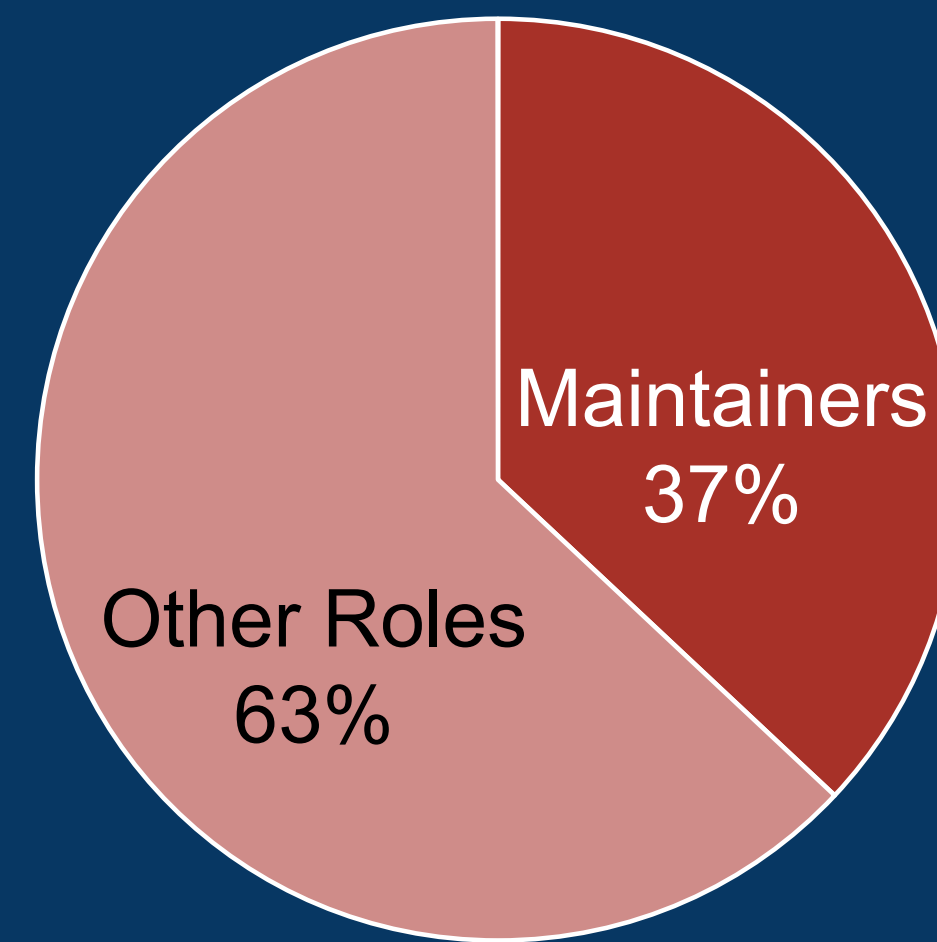
A research project by the UWA Centre for Safety



## Why was this Project Initiated?

- 1 Maintainers are skilled workers
- 2 Maintainers have a critical role. Equipment reliability has substantial impact on the business.
- 3 Maintainers have dangerous jobs

52 fatalities in WA mining between 2000-2012 Impact that procedures have on fatalities



## How was the Project Implemented?

### Interviews

- 9 interviews at Site 1 - Group Z
- 12 interviews at Site 2 - Group X and Y

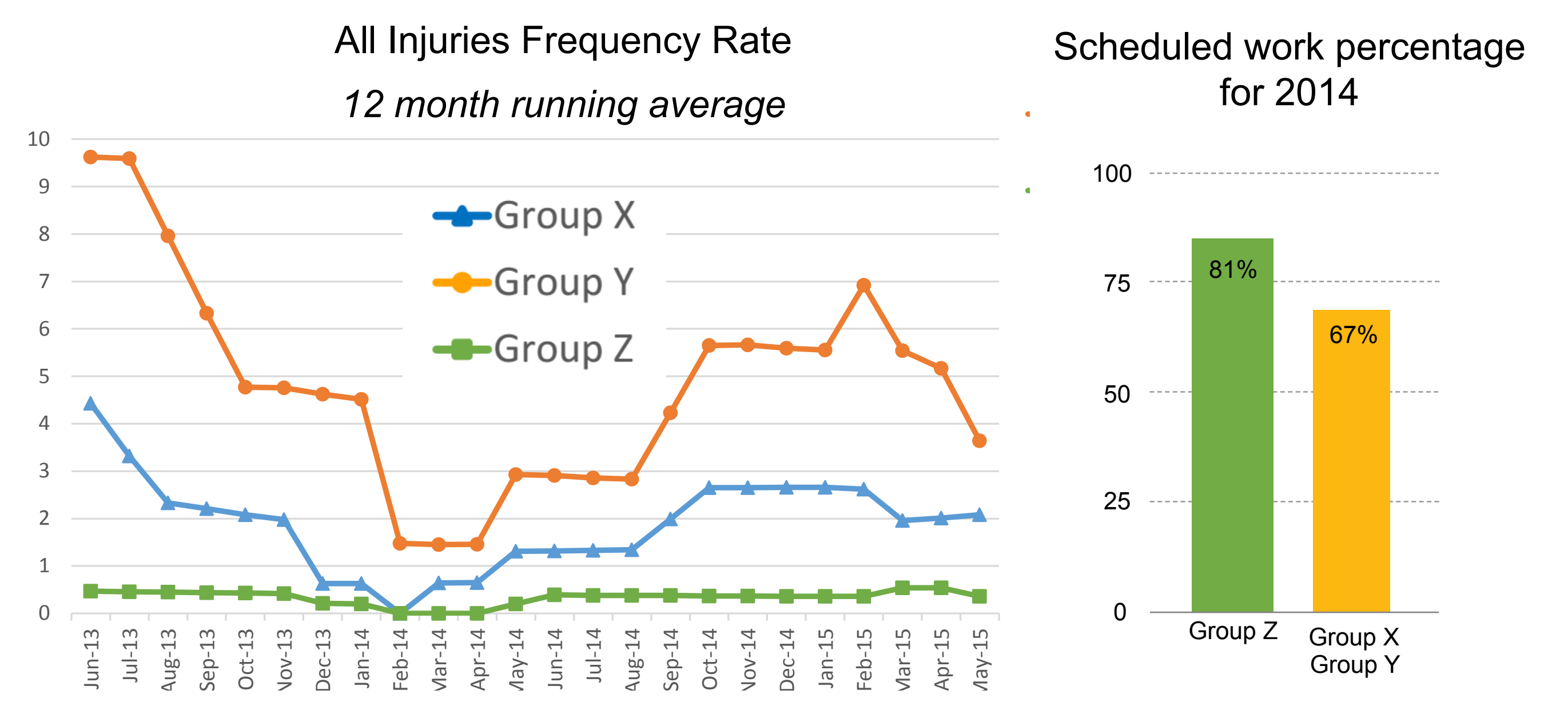
### Survey of maintainers and supervisors

- Site 1 response rate: 99 (55%) maintainers & 52 (100%) supervisors
- Site 2 response rate: 91 (58%) maintainers & 10 (71%) supervisors

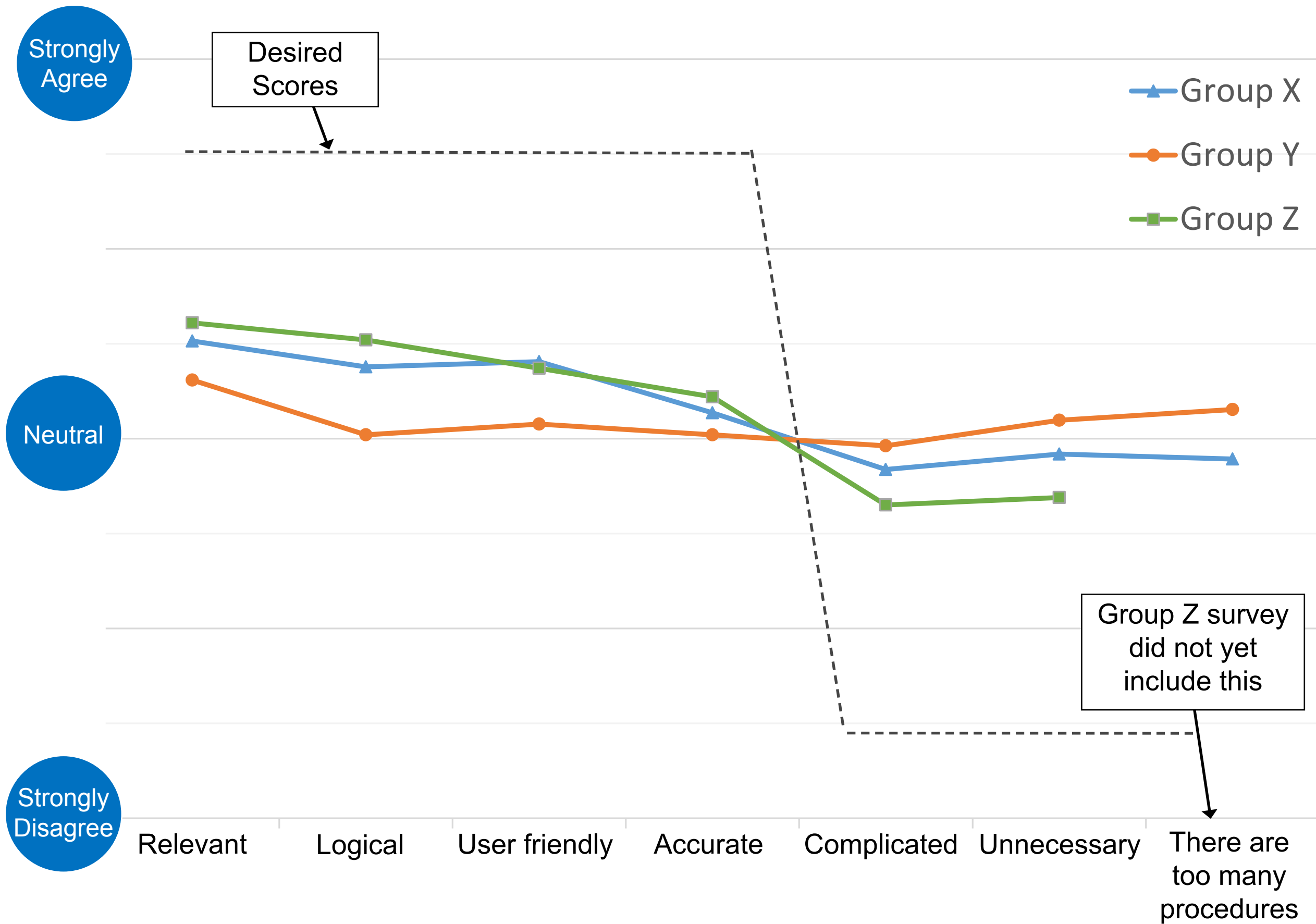
### Site data for safety and reliability

Includes injuries, SIs, SPIs, asset reliability/availability, schedule compliance

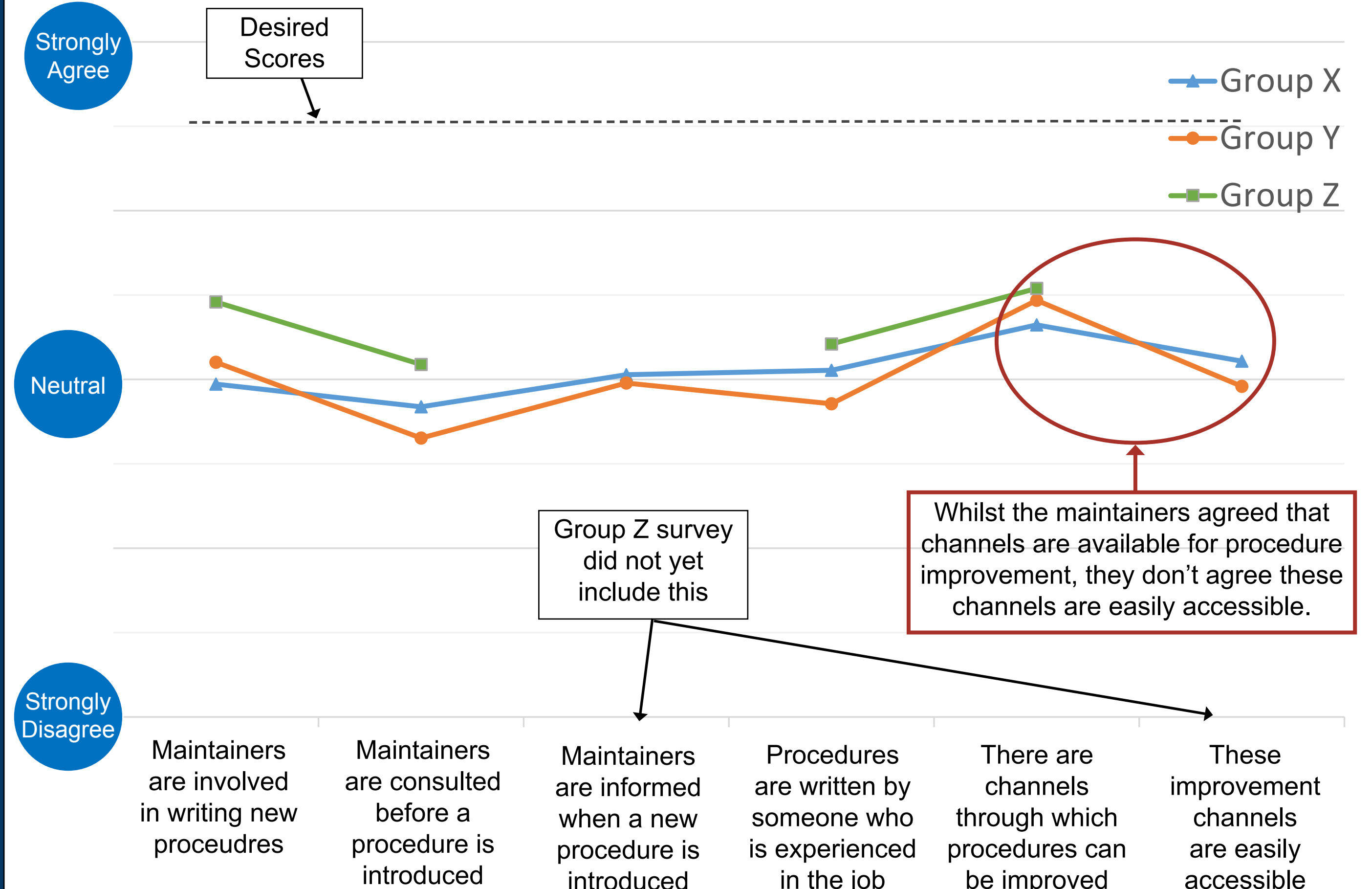
### Site Data for Safety and Reliability



## Survey Results 1: Views about work procedure quality



## Survey Results 2: Views about procedure management



## Key Findings and Recommendations

	Key Finding	Recommendation
<b>Procedures</b>	Procedures that are not relevant, not accurate, or hard to access are reducing safety and reliability.	Improve access to procedures and maintainers' capacity to influence procedures.
<b>Maintainers</b>	Maintainers lack autonomy and capacity to improve the quality of their work tasks and procedures.	Increase maintainer involvement in procedure development and capability to improve procedures.
<b>Teams and their site culture</b>	Site culture is influencing the way maintainers use procedures both positively and negatively.	Support development of leadership skills and remove barriers that prevent supervisors spending time leading their team.

Thank you to all who participated!