

# Developing a High Reliability Organization

Today's world is full of the unexpected. System failures, terrorism events, disease outbreaks, and super storms disrupt businesses every day, sometimes to an unrecoverable point. Despite these challenges, some services (such as power plants, hospitals, and airports) have no choice but to continue operating.

This one-day course will explore how these organizations maintain high reliability even in times of serious crisis and stability. We will share their secrets in a way that can be applied to all organizations in order to create high reliability and continued success.

## What Will Students Learn?

- ✓ Define the characteristics of a high reliability organization
- ✓ Define key concepts required for high reliability, including mindfulness and expectations
- ✓ Describe the five principles governing high reliability organizations: preoccupation with failure, resistance to simplification, sensitivity to operations, commitment to resilience, and deference to expertise
- ✓ Audit activities at all stages to assess the business' reliability

## What Topics are Covered?

- ✓ What is a High Reliability Organization?
- ✓ Key Concepts
- ✓ The Anticipation Principles
- ✓ The Containment Principles
- ✓ Auditing for High Reliability
- ✓ Test Driving

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion

## Pre-Registration Information

Yes! I would like to attend **Developing a High Reliability Organization!**

Sign me up for the following session:

- Midrand, Gauteng
- Cape Town, Western Cape

- All workshops are from 8:30 a.m. until 4:30 p.m.
- Cost: R1350.00 per person
- Prices and dates are subject to change.

## Your Information

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Mailing Address:

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