



Corporate Memory Loss – A Quality Cure?

Background

Retaining your organisation's corporate memory is critical to all aspects of business.

However, retaining corporate memory is **especially** critical when it comes to sustaining good health, safety and environmental performance. Changes in staff exacerbate the chances of deteriorating procedures and poor working practices which usually result in unsafe conditions, accidents and incidents.

Staius can help you create an enduring culture that systematically incorporates past experience, encourages safe behaviours and uses data to predict future outcomes, based on a model derived from Deming's quality principles.

Workshop Material

Staius would take you through a series of workshops that allow you to create a 'road map' and avoid 'corporate memory loss'.

To give a flavour of the content, the following has been extracted from the workshop material.

People

If personal interaction with a real person who has experience and wisdom to share is becoming less common, we need to find new substitutes that almost force people to be aware of the issues.

Written procedures

Procedures, if followed, provide consistency but:

"Procedures are subject to a form of corrosion more rapid and thorough than that which affects steelwork...." and "Procedures lapse, trainers leave" (Professor Kletz, 1985).

Technology

Databases are sometimes set up with great enthusiasm but are not maintained. Something else is needed to keep things alive.

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Contact

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