

Appendix A

Utility Safety Culture Improvement Framework

Overview

Creating and maintaining a positive safety culture is a continuous and ongoing process of intentional effort. The continued improvement process illustrated below depicts a four-steps process in a continuous cycle of safety culture improvement. The cycle is overlaid with the safety culture assessment and improvement monitoring tools that are a part of the Commission’s safety culture assessment framework and monitoring process for California’s investor-owned utilities (IOUs). These tools are only part of the safety culture toolkit that IOUs should employ in the greater continued improvement process. This improvement cycle is based on the Plan Do Check Act (PDCA) principle, a well-known and systematic approach to improving and managing change.

