

HOW to build a RELIABILITY CULTURE

#1 AWARENESS: each person is aware of operations and challenges – solutions can come from unexpected places.

#2 ASSUMPTIONS: easy to make when often the truth is found by digging deeper for the facts.

#3 FAILURE: see failure as an opportunity to learn and don't let it derail your momentum.

#4 EXPERTISE: be open to input from all levels of the operation, regardless of job title.

#5 RESILENCY: be consistent in leadership direction, invest in your people and stay the course in business.