

CULTURE OF CARE

A safe world



Mark Walker
Vice President

WHO IS DEKRA?



DEKRA Automotive



DEKRA Industrial



DEKRA Personnel

39,000
employees

5 continents

€2.9bn

over 50
countries

We live in a **different** era

Regulatory
Compliance

1970s



Management
Systems

1980s



Employee
Focus

1990s



Leadership
Centric

2000s



**Science +
People Driven**

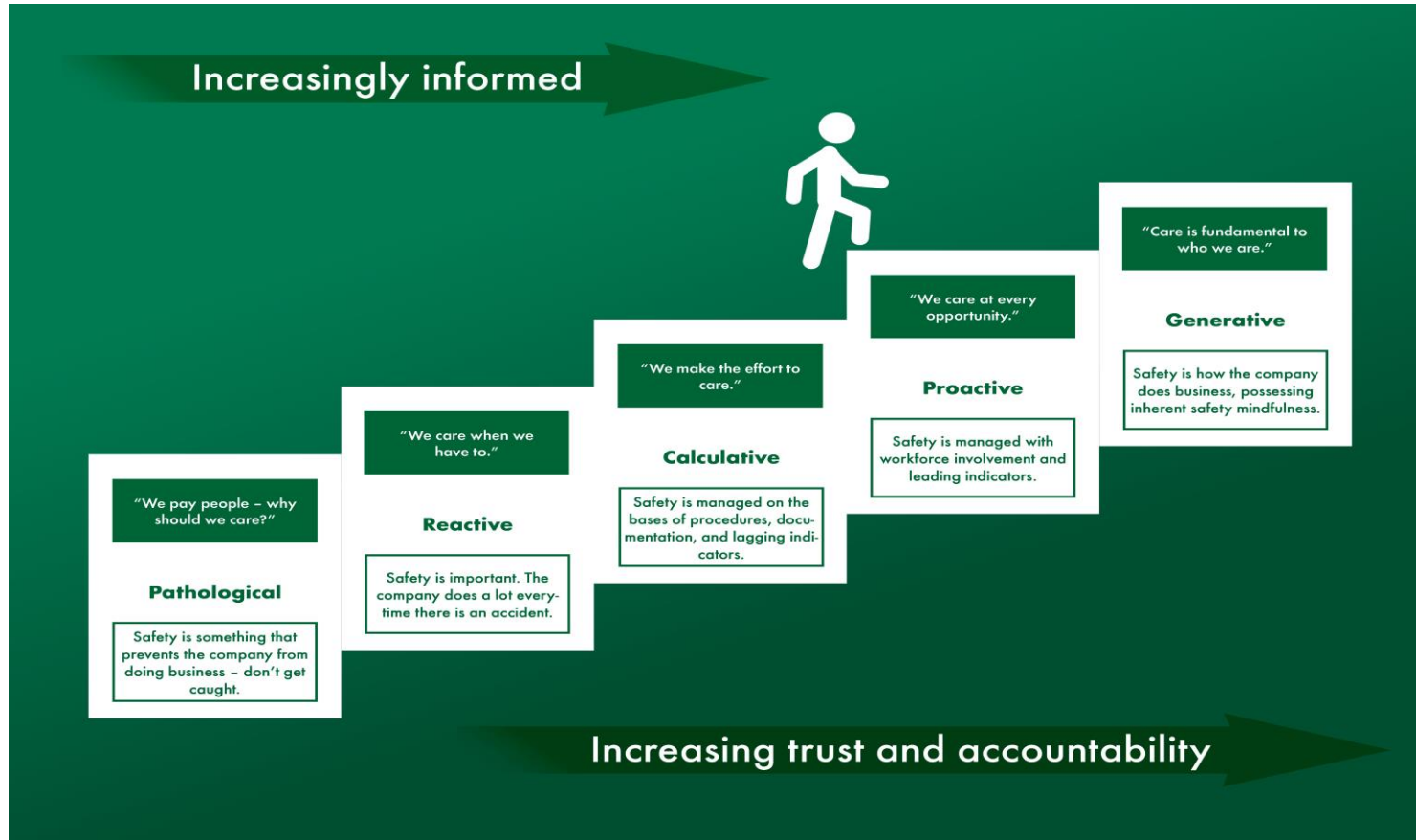
Today

The DEKRA Approach

- Care is “to feel concern or interest for”
- Safety represents an output that is primarily driven by the quality of care that is input
- Care can be shown for process, for people and for plant



Culture of Care Maturity Ladder



Assurance and Care

- Care is what it is possible to do to build resilience beyond assured compliance with law and legislation
- Safety isn't the absence of incidents, it is the presence of barriers



Culture of Care Implementation

- To change culture you must change what people do and what people think



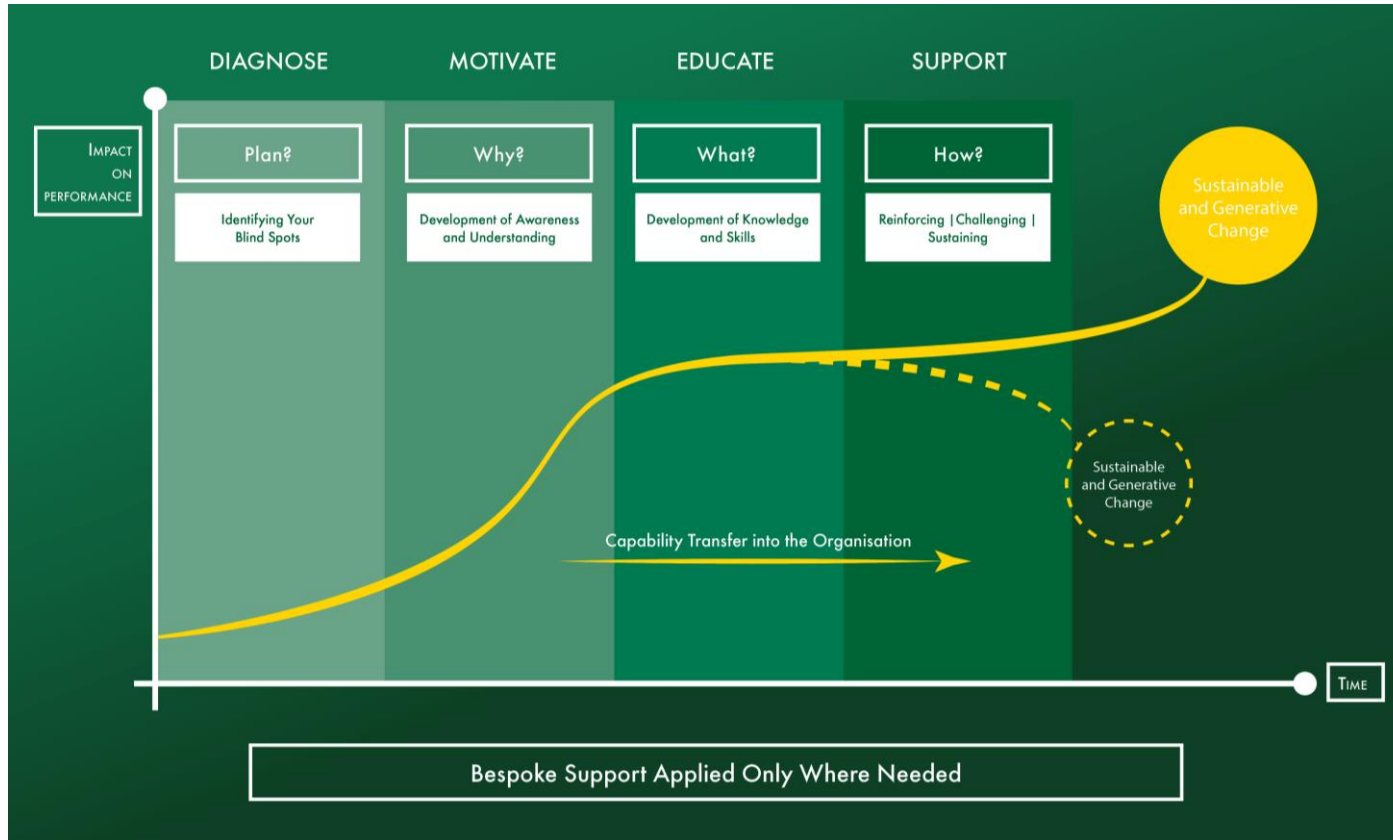
Systems and processes structure what people do



A program that engages Hearts and Minds will

- change decision making and behaviours;
- create a Culture of Care; and
- socialise the systems and processes as “how we do things around here”

Our Approach



- CULTURE OF CARE DIAGNOSTIC™ assessment is for leaders who want to go beyond assurance
- CULTURE OF CARE DIAGNOSTIC™ assessment is based on High Reliability Organisation principles

Thank You !

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