Heard, Understood, Acknowledged and Action (HUAA)

When Learning and Sharing are Not Enough!

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Introduction

We are all continually learning; we learn things every day. Learning from our own mistakes as well as from the experience of others makes us better placed to deal with future experiences; Organizations are no different. Successful organizations learn from any and every experience. We learn from the changes in the business, regulatory and legal landscape. There is a Latin proverb that says, “A smart man learns from his mistakes, a wise man learns from the mistakes of others.” Fortunately, we can learn from mistakes as well as from success. In industry we call mistakes incidents, accidents, undesirable event, disasters, calamity, mishaps, anomalous activity, etc. When we learn from success we call the learnings best practices, good practice or good catch. When we have an unwanted event, we always wonder why. Could we have done anything to prevent that event? What will we do differently in the future to make sure we don’t have to relearn what we should already know? That is good process. However with large organizations, multiple sites, differing regulations and laws governing operations, the picture becomes more complex.

Being able to focus on identifying those lessons you really must learn, regardless of their source, and putting into action a process to address the learning within your Organization is what every smart Organization should be aiming to do. Continuous improvement makes your Organization safer, smarter and sustainable.

This paper explores how to take learnings from your experience and the experience of others and use them to your best advantage.

“Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.”
~Albert Einstein