

“The Secret to Great BBQ”

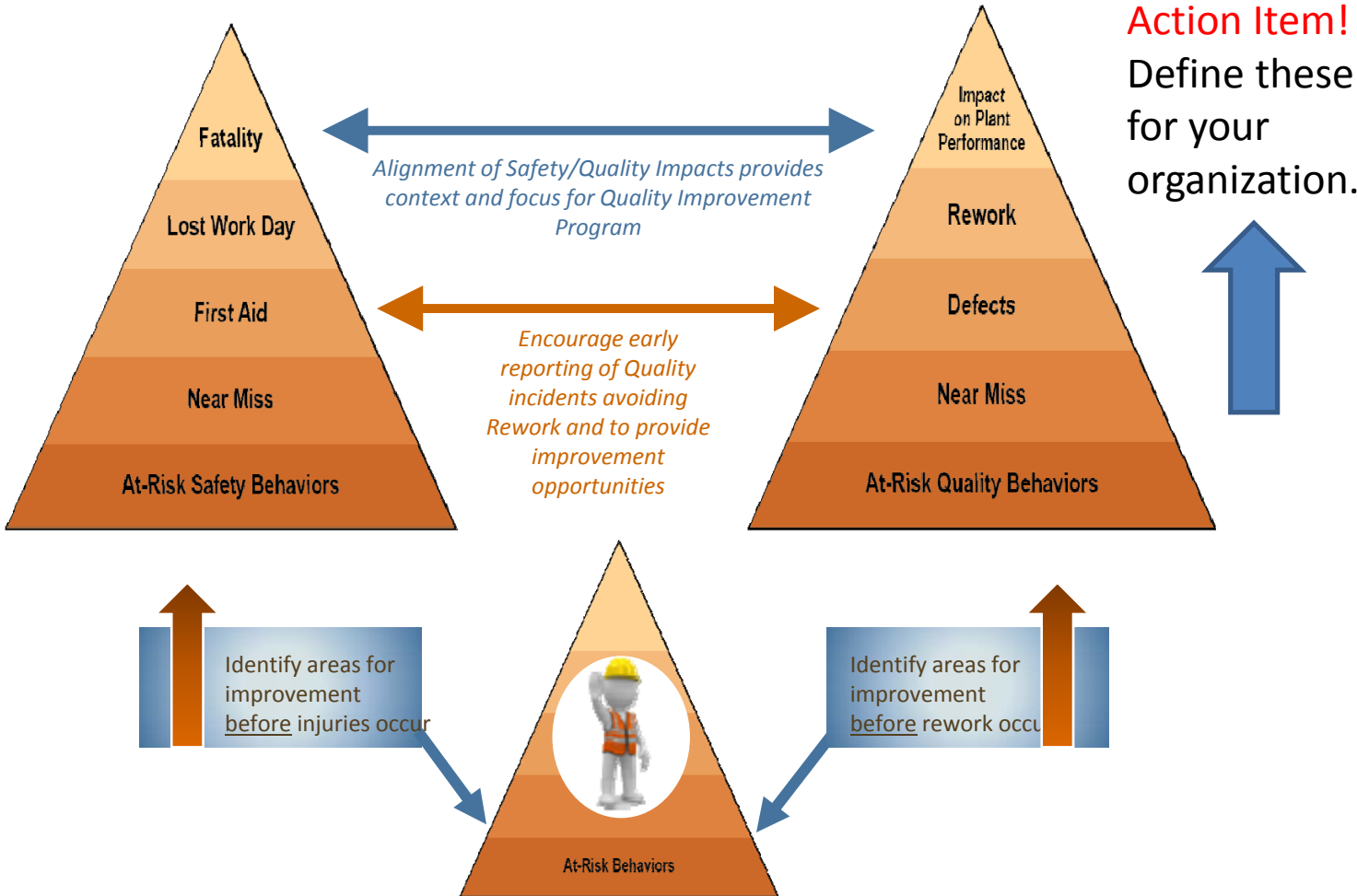
Tim Staton
Grill Meister

“Human beings are at once the best part and the worst part in our efforts to achieve a desired outcome. The opportunity lies in our ability to influence the ratio.” (Tim Staton)

WHY?



Safety-Quality = Program Similarities

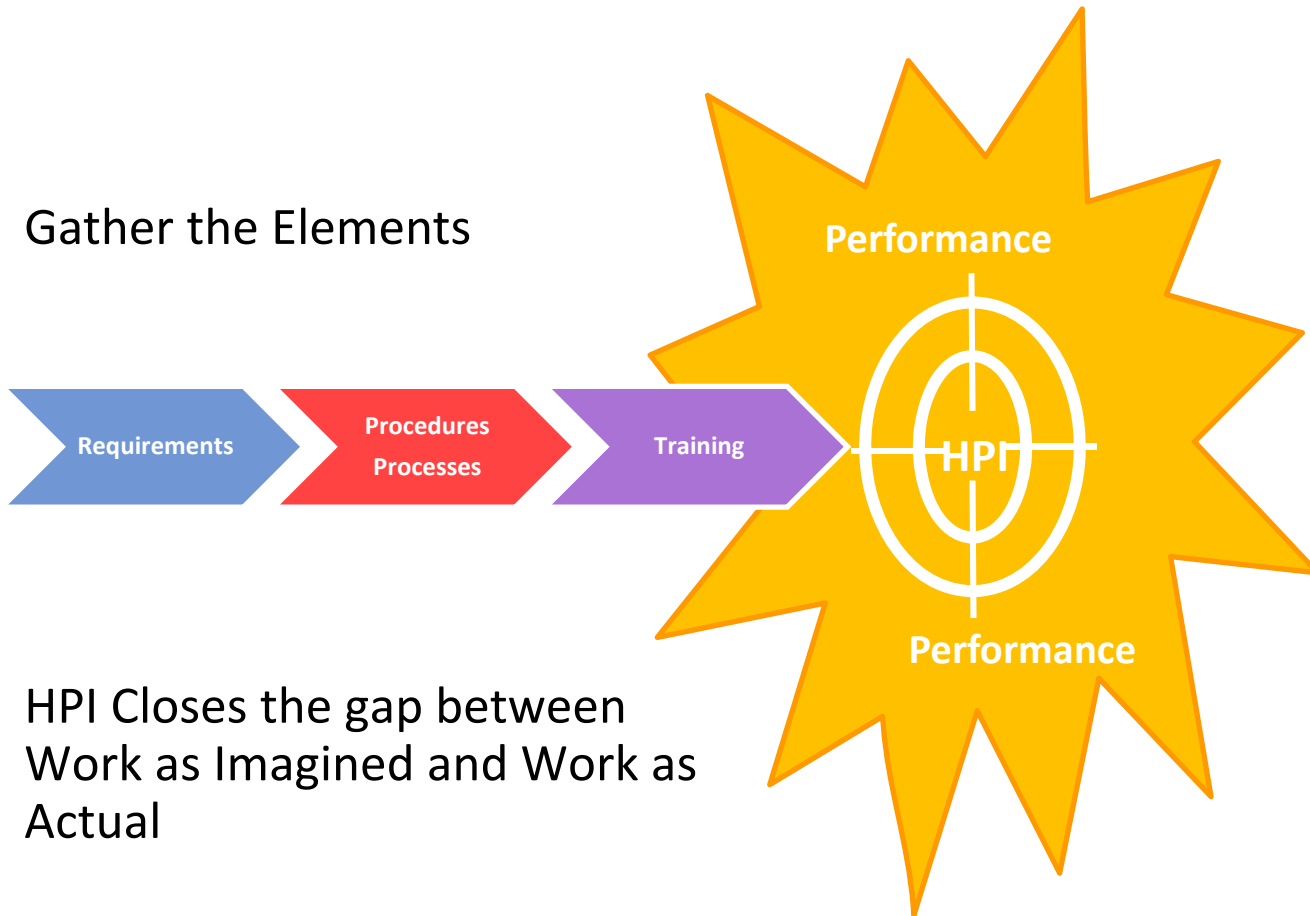


How to Mess Up a Good BBQ

- Rushed
- Fatigued
- Frustrated
- Complacent or Distracted



What Does Success (Good) Look Like?



Kirkpatric's Model

- Reaction (soft)
- Learning (hard)
- Behavior (soft)
- Results (hard)

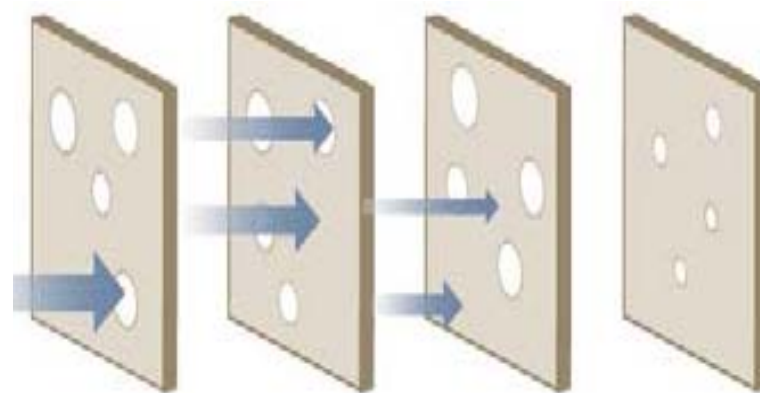
Action Item!

Are you evaluating
Your training?



What's a BBQ Without a Cheese Tray?

Layers of Defense



Engineered Administrative PPE Behaviors

Behaviors are the final layer of defense: if we don't use the other tools, there will still be unwanted outcomes

Question! What is PPE in the Quality World?

Strategic Approach

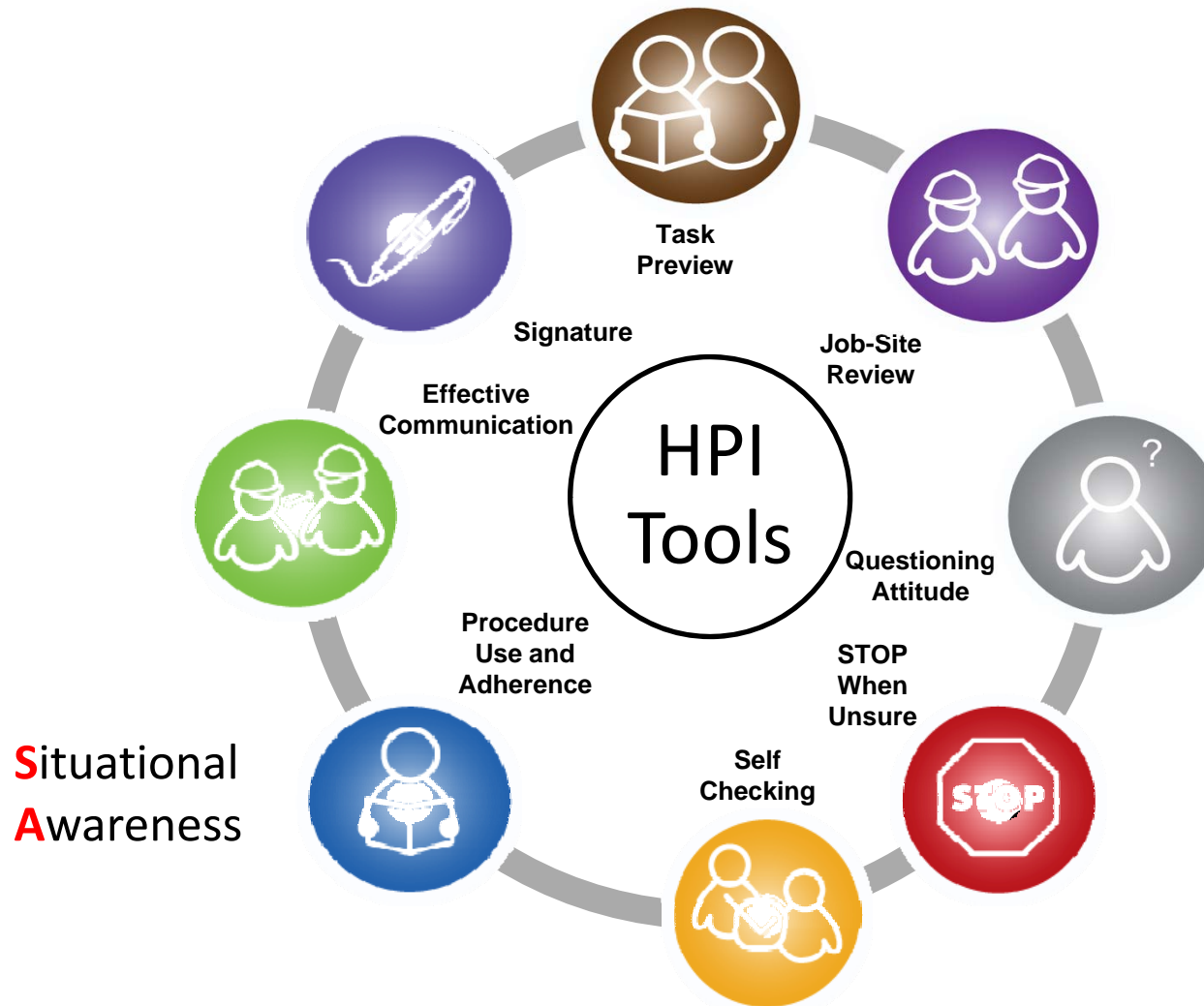
$$R_e + M_d = OE$$

Re = Reduce errors (actions that unintentionally depart from an expected behavior)

Md = Manage defenses

OE = Zero Events (unwanted / unintended outcomes)

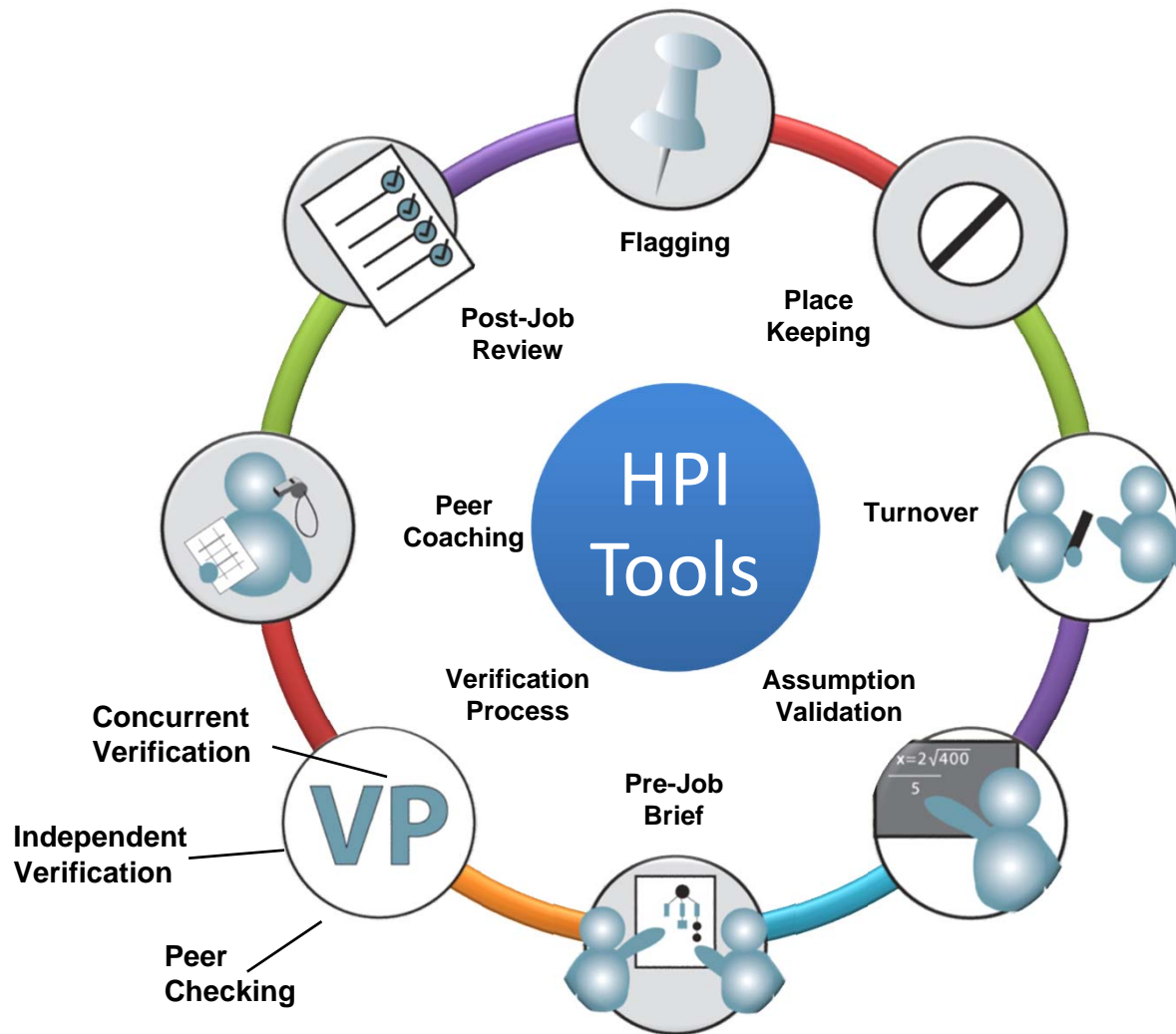
Fundamental Error Reduction Tools



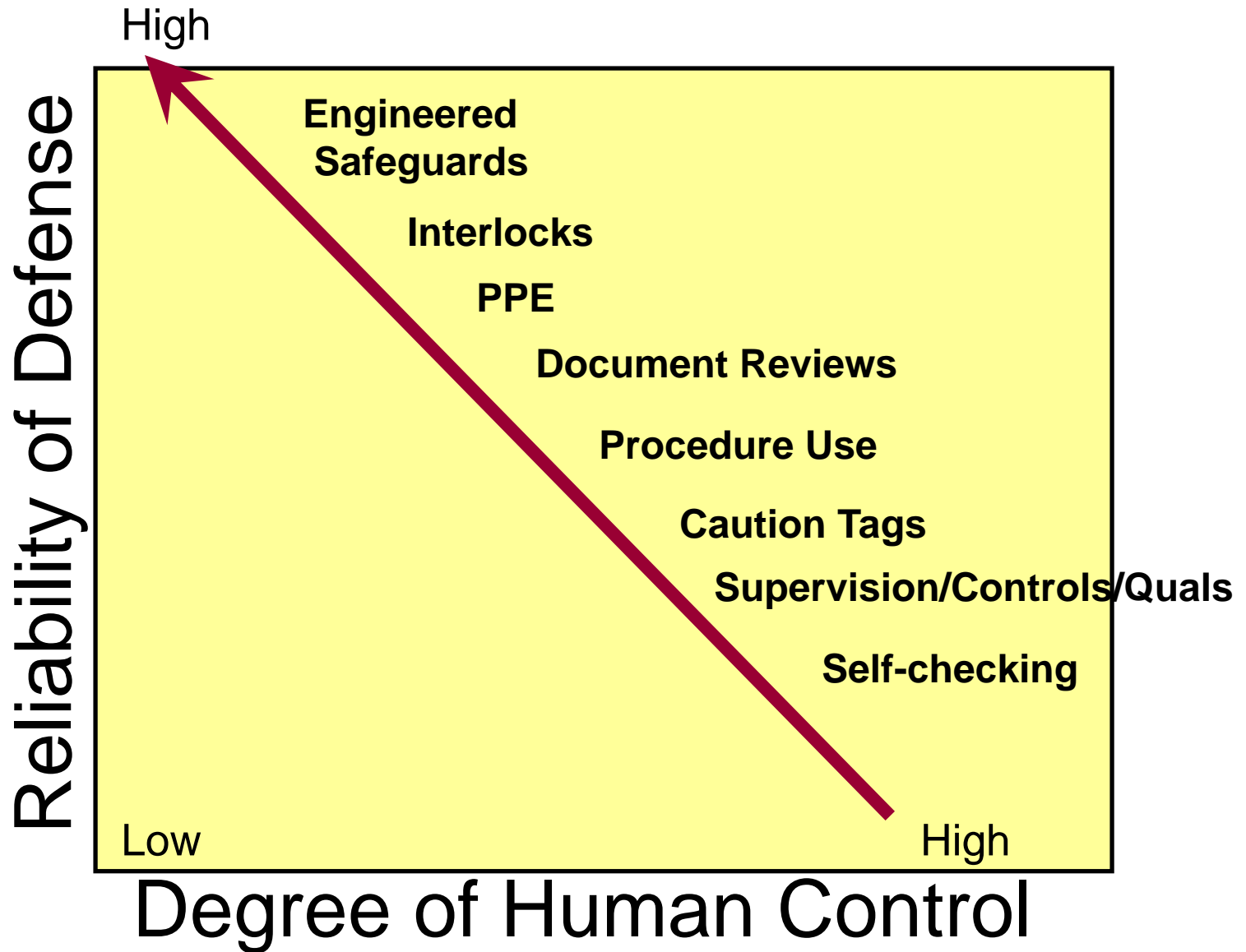
Action Item!
Are these
tools in your
process?



Conditional Error Reduction Tools



Degree of Dependability



In Order to Get Better We Must:

CHANGE

That involves getting people to do things that are:

- Unnatural (I've never done it that way)
- Abnormal (Nobody else is doing it that way)
- Unnecessary (I have been successful without doing this)

Until they become:

- Natural (This is the way I always do it)
- Normal (Everyone here does it this way)
- Necessary (I can't imagine not doing it)

Final Tips for Great BBQ

- Quality takes an investment of time.
- You cannot “set it and forget it”.
- Sample early and often.
- Hire the best judges money can buy.
- Adjust to taste.
- Be sure to Celebrate Success!

Just Remember

