

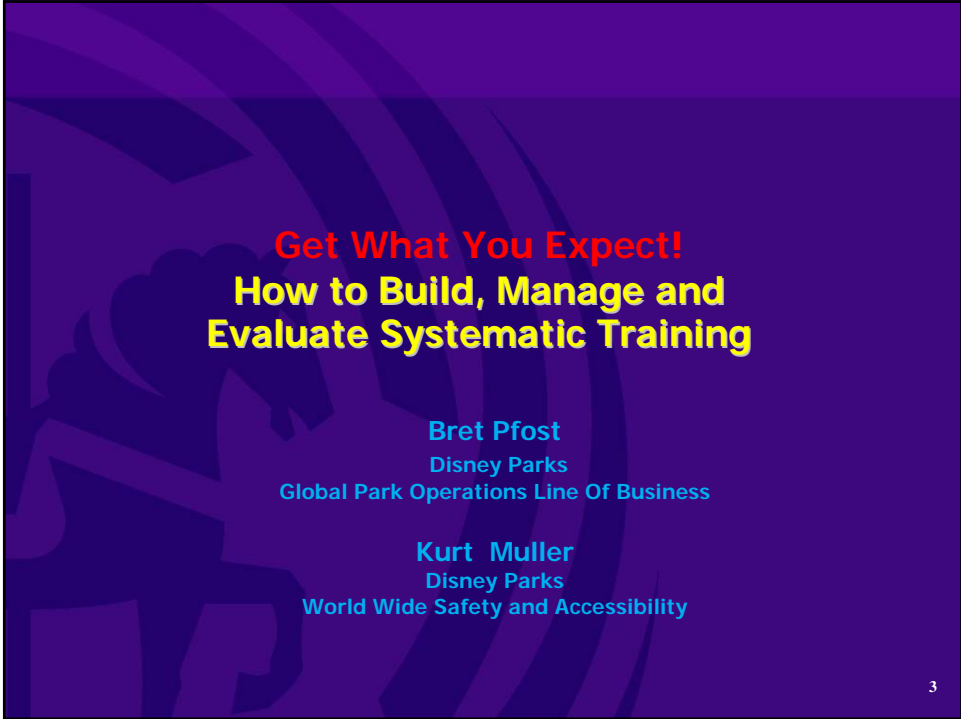
**IAAPA Safety Institute  
at  
Fun Expo  
March 11, 2010**

# **IAAPA Safety Institute**

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## **Schedule of Events:**

- |           |  |
|-----------|--|
| 8:30 am:  | <b>Introduction to Events</b>  |
| 8:35 am:  | <b>A Commitment to Safety: An Address by<br/>Bob Rippy</b>   |
| 9:15 am:  | <b>Get What You Expect! How to Build,<br/>Manage and Evaluate a Systematic<br/>Training Program”</b><br><b>Speaker: Brett Pfof</b> |
| 11:15 am: | <b>FEC Operators: Safety Lessons<br/>Learned Panel Discussion</b>  |



**Get What You Expect!**  
**How to Build, Manage and  
Evaluate Systematic Training**

**Bret Pfost**  
Disney Parks  
Global Park Operations Line Of Business

**Kurt Muller**  
Disney Parks  
World Wide Safety and Accessibility

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**Your Disney Presenters**

- **Kurt Muller-Manager Quality Engineering/Facilities**
- **Bret Pfost-Senior Safety Manager Global Operations**

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## Objective

Use the four components of the Performance Alignment Process to:

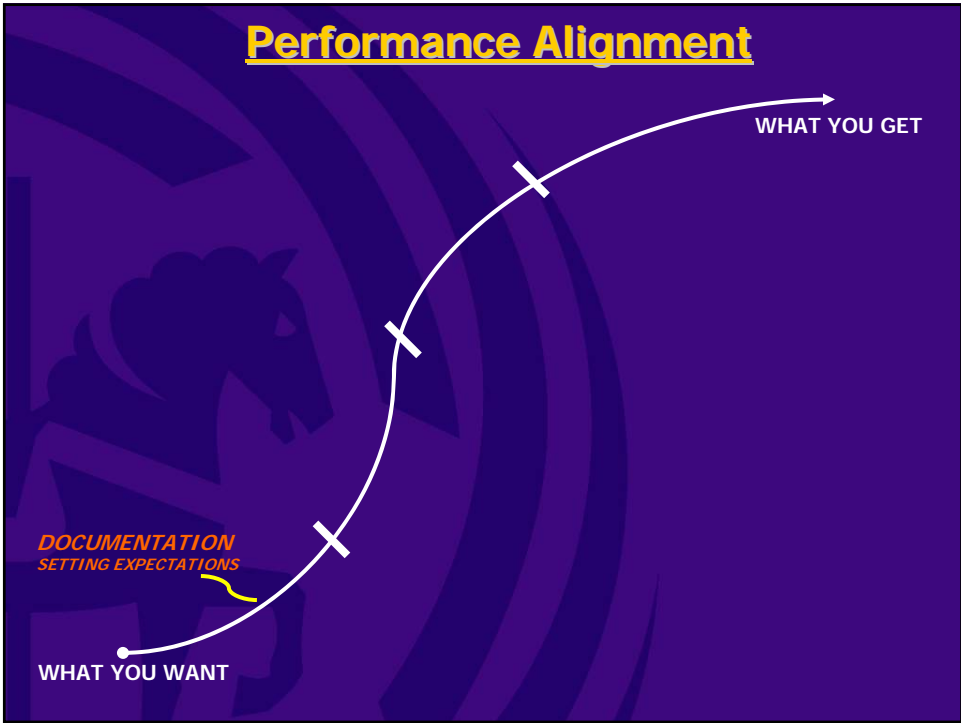
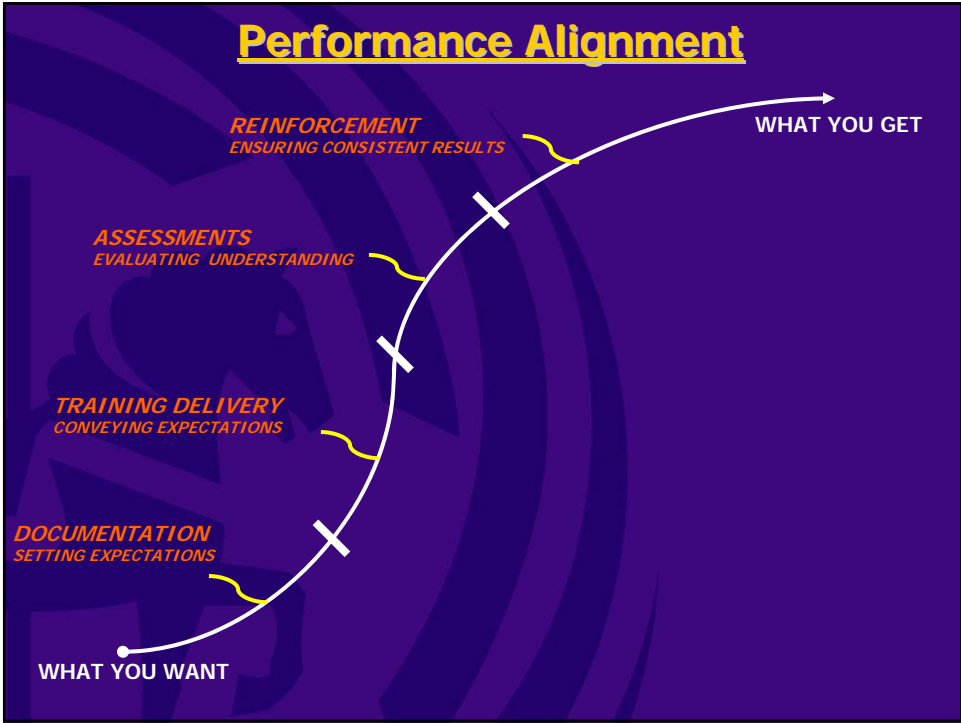
- Develop and define source documentation
- Convey expectations through effective training
- Evaluate the skills, knowledge and abilities of your employees
- Reinforce behaviors to sustain performance and business process

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## Benefits of a Systematic Training Program

- Increases focus on the quality of the Guest experience
- Establishes a process to sustain growth
- Creates a standard platform for training

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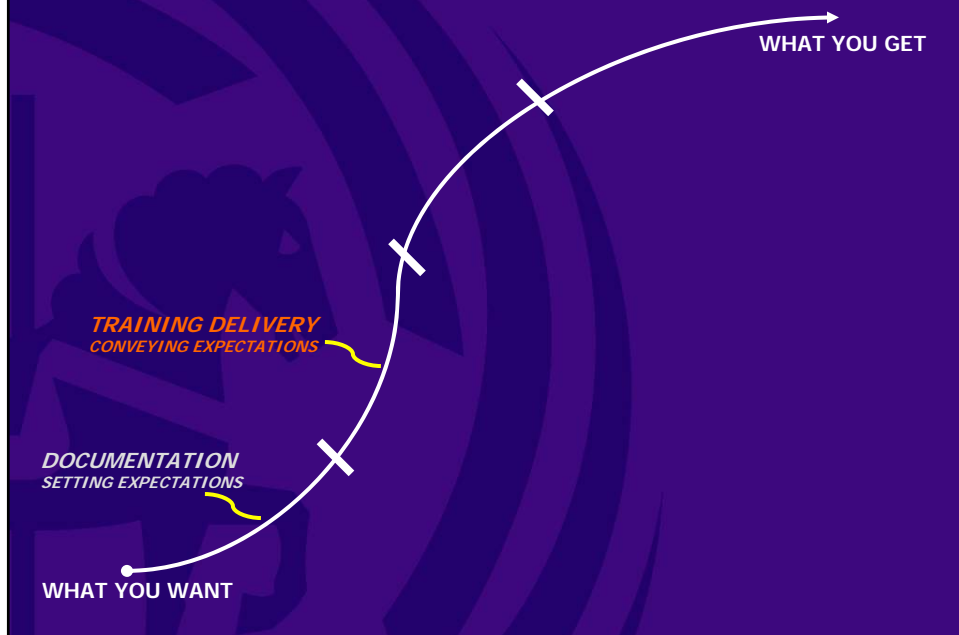


## Documentation Setting Expectations

- What do we mean by documentation?
- How do you determine when documentation is needed?
- What kind of documentation already exists in your business?

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## Performance Alignment

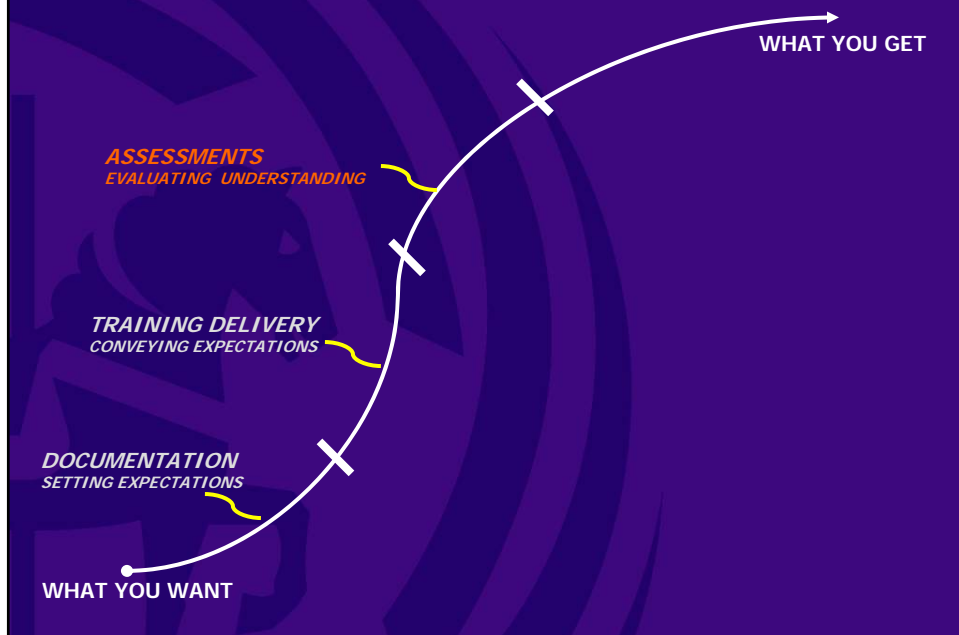


# Training Delivery Conveying Expectations

- Learning objectives influence training delivery
  - Use actions that can be observed
- Considerations with training delivery
  - How difficult is the task?
  - How important is the task?
  - How frequently is the task conducted?
- Considerations with trainers
  - What are the standard expectations?
  - How are they identified?
  - What training do they need?
- Define your commitment to training

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# Performance Alignment



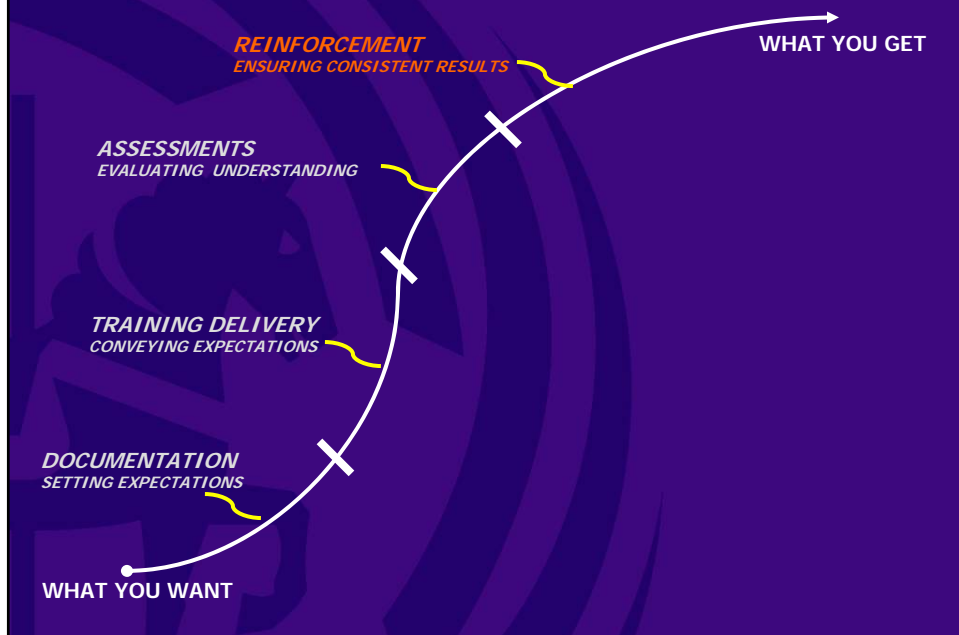
# Assessments

## Evaluating Understanding

- Determine key knowledge, skills and behaviors to be assessed
- Evaluate knowledge and performance
- Designate Trainers to conduct all assessments
- Ensure Trainers understand how to conduct an effective assessment

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## Performance Alignment



# Reinforcement Ensuring Consistent Results

- Sustain performance with effective Management tools
- Establish a process to revise documentation and training
- Track progress
- Evaluate results to support continuous improvement

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# Performance Alignment



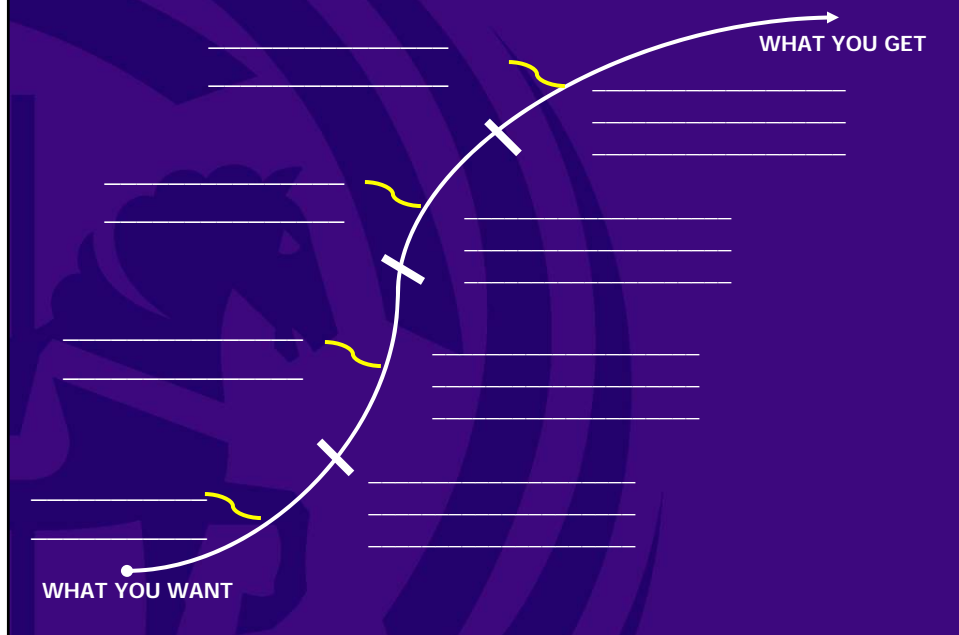


## Summary

- Connecting process and systems are critical
- Continue to invest in people, not just technology
- Keep it simple
- Commit to an alignment model
- Business reinvention never ends
- Technology will enable you to streamline

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## Performance Alignment



## Exercise

- Review the following scenario
- Get into groups
- Discuss the scenario
- Using the Performance Alignment come up with new procedures to prevent reoccurrence of the accident

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## **Chester's Coaster**

- Chester's Coaster is a large high speed wooden roller coaster
- The Coaster can run 6 trains at a time
- There are 5 brake zones
- There are 12 rows of bench seats per train and each bench can hold 2 passengers
- There is a 48" height requirement

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## Chester's Coaster Current State

- **Current Documentation**
  - The Facilities team uses PM Checklists each morning to perform preventative maintenance work. A large portion of their work is passed down person to person via “tribal knowledge”.
  - The Facilities team uses a SOP. It was last updated 5 years ago and many of the technicians regard it as “not what we actually do”
  - New Trainees are trained by any available employee that is working when the trainee reports to work. Training takes about a day, sometimes more, sometimes less

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## Chester's Coaster Current State Cont..

- **Current Documentation**
  - The Operations Team performs an Opening Checklist each morning. Most employees perform the checks “their way” and fill the checklist out when they are done. The checklist was last updated in 2003
  - The Operations Team has a Operating Guide, but the employees don't seem to know where it's kept. Employees are not required to read the OG

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## Chester's Coaster Accident

- An accident occurred at Chester's Coaster just after opening. The red train entered a break zone that was occupied by the black train. The red train stopped hard and lightly bumped into the black train.
- No one was seriously hurt, but one small child, that was about 4 years old, riding in the red train, received a serious laceration on his arm. He was violently slammed into the restraint when the train stopped. The child was sitting in a row with his brother and sister.

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## Result of Accident Investigation

- After investigating the accident, Government Inspectors found a break fin was missing from the red train.
- The Inspectors found that break fins should be inspected every day per the Facilities PM Checklist. The procedure was missing from the SOP
- The Government Inspectors cited the park for having more than two passengers sitting in a row. The boy that was injured should not have been seated with two other people, He was also only 36" tall.
- There was no padding on the restraint the boy hit. The Operations Cast Members, as part of their opening checklist, are supposed to check for padding.

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## **After Action Review**

- **In your groups devise a action plan to present to the Government Inspectors**
  - How will you improve Training?
  - How will you improve Documentation
  - What could have prevented the accident?
  - How will the new procedures be implemented?