

## ACCOUNTABILITY SYSTEM – RECORD OF COMPLETION

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What would a monitoring and feedback mechanism look like?

Let us consider the Supervisor role as an example. The supervisor is assigned specific, measurable responsibilities along with their day-to-day duties. The company must somehow track what is completed so that they can be provided feedback and so that they can be held accountable to their responsibilities.

### **An Accountability System example may look like this:**

Supervisors will, depending on their assigned department or service line:

1. Complete a monthly inspection of their facility, shop or office; whichever is applicable to them.
2. Complete 1 formal Field Observation per month if this is applicable to their department.
3. Participate in 1 JHSC inspection tour each year.
4. Participate in 1 JHSC meeting each quarter.
5. Observe 1 formal orientation per year of someone being hired for their department.
6. Sign off on employee competency records.
7. Complete pre-use inspections of their assigned vehicle.
8. Participate in all Incident Investigations from their departments by, at minimum, reviewing and signing off on the preventative action items.

The completion of their assigned duties would then be tracked in a table by their manager or an administrator assigned with compiling the documentation. If an auditor was to request proof of completion, then the documentation should be available for review.

Please see next page:

2013 Record of Completion									
Position: <i>Supervisor</i>	Facility Inspections	Field Observation	JHSC Tour	JHSC Meeting	Orientation	Competency sign-off	Vehicle pre-use Inspection	Investigations	Total Percentage
Name: <i>John Smith</i>									
<i>January</i>	<i>11<sup>th</sup></i>	<i>16<sup>th</sup></i>				<i>2/2</i>	<i>9/10</i>	<i>1/2</i>	
<i>February</i>	<i>15<sup>th</sup></i>	<i>18<sup>th</sup></i>	<i>11<sup>th</sup></i>	<i>11<sup>th</sup></i>	<i>25<sup>th</sup></i>	<i>3/3</i>	<i>10/10</i>	<i>3/3</i>	
<i>March</i>	<i>15<sup>th</sup></i>	<i>23<sup>rd</sup></i>				<i>1/1</i>	<i>7/10</i>	<i>2/2</i>	
<i>April</i>	<i>19<sup>th</sup></i>	<i>10<sup>th</sup></i>		<i>17<sup>th</sup></i>		<i>4/4</i>	<i>10/10</i>	<i>1/2</i>	
<i>May</i>	<i>21<sup>st</sup></i>	<i>18<sup>th</sup></i>				<i>1/1</i>	<i>10/10</i>	<i>3/3</i>	
<i>June</i>	<i>10<sup>th</sup></i>	<i>X</i>				<i>2/2</i>	<i>10/10</i>	<i>1/1</i>	
<i>July</i>	<i>X</i>	<i>n/a</i>				<i>2/2</i>	<i>8/8</i>	<i>n/a</i>	
<i>August</i>	<i>X</i>	<i>n/a</i>				<i>n/a</i>	<i>7/8</i>	<i>n/a</i>	
<i>September</i>	<i>25<sup>th</sup></i>	<i>30<sup>th</sup></i>		<i>25<sup>th</sup></i>		<i>2/3</i>	<i>10/10</i>	<i>1/1</i>	
<i>October</i>	<i>23<sup>rd</sup></i>	<i>16<sup>th</sup></i>				<i>4/4</i>	<i>9/10</i>	<i>2/2</i>	
<i>November</i>	<i>15<sup>th</sup></i>	<i>12<sup>th</sup></i>		<i>13<sup>th</sup></i>		<i>2/2</i>	<i>7/10</i>	<i>2/4</i>	
<i>December</i>	<i>X</i>	<i>14<sup>th</sup></i>				<i>2/4</i>	<i>8/10</i>	<i>4/5</i>	
<b>Percentage Completed</b>	<b>75% (9/12)</b>	<b>89% (8/9)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>89% (25/28)</b>	<b>88% (105/120)</b>	<b>80% (20/25)</b>	<b>90%</b>