

# Data-Driven Risk Solutions: Cultural Cause Analysis™

Mapping Process Safety Data to Mitigate Cultural Hazards

Organizations struggle to achieve ‘drive to zero’ safety objectives despite best efforts to prevent process safety incidents. Following over a decade of research to understand the underlying cultural issues that can lead to an incident, ABS Group developed an innovative data-driven risk management solution to help clients improve safety, quality, performance and reliability of critical assets.

Leading organizations want to do the right thing in the right way at the right time, all the time – even when no one is looking. And yet, culture is hard to measure and more difficult to change. Cultural Cause Analysis™ (CCA) introduces a new way of understanding the cultural issues that negatively impact organizational behavior – and how to address them to improve the safety, quality, performance and reliability of critical assets.

Cultural Cause Analysis is a next-generation root cause analysis (RCA) methodology and risk management tool which maps process safety incidents in order to mitigate cultural hazards. CCA supports organizations in knowing which changes in cultural factors have the largest positive impact to prevent future losses. The time for evaluating culture is now.

## Understanding Cultural Causes of Incidents

ABS Group developed the CCA methodology over 10 years evaluating data insights that identify the leading cultural factors that contributed to major incidents and benchmarking the approach to over a dozen culture assessment models. This new approach leverages over 45 years of incident investigation and root cause analysis expertise and builds on our reputation as a leader in Process Safety and Risk Management.

## Proactive and Reactive Culture Analysis

Industry typically focuses on proactive culture assessments rather than reactively performing analyses of the cultural causes of incidents. States such as California are leading in this area of proactive safety culture assessment by regulating it to improve process safety performance. In the future, performing an analysis of the cultural drivers that led to major accidents – at a minimum – should be expected.

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*Corrective actions addressing cultural issues, if effective, are valuable because they positively impact seemingly unrelated areas of performance, including safety, quality and reliability.*

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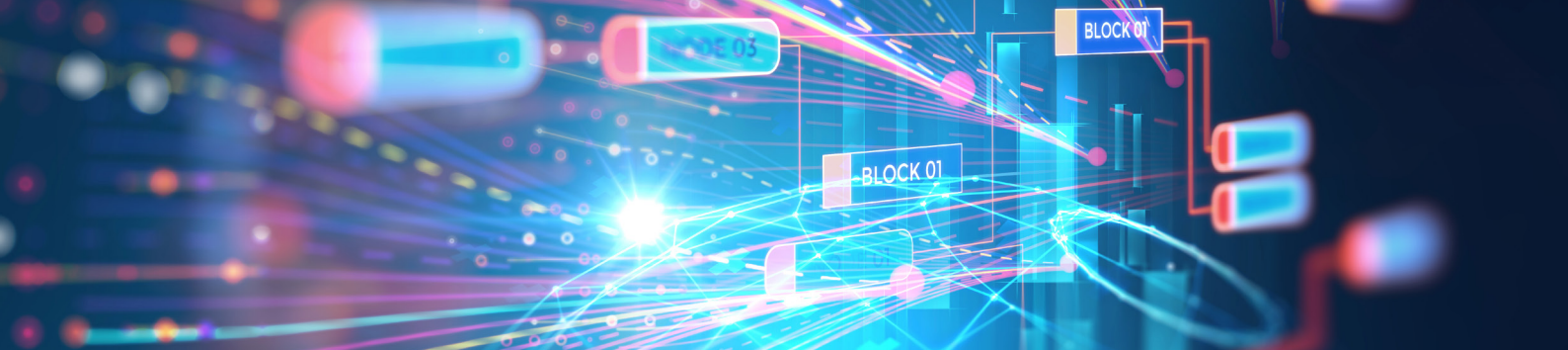


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## Addressing Gaps in Performance

CCA strengthens an organization's ability to assess the cultural deficiencies causing chronic quality and reliability issues as well as to assess culture issues that existed leading up to a major accident. As a foundation, RCA gave organizations the ability to assess gaps in performance that they can control, such as gaps in policies and administrative controls. CCA, combined with RCA, provides the methods and tools for an organization to systematically assess, analyze, trend and influence the root and cultural issues driving performance issues.

## Guidance for Root Cause Analysis and Process Safety

Our technical advisors have written and provided insights focused on RCA and process safety for many industry-leading guidelines, including the Center for Chemical Process Safety (CCPS) as well as our own Root Cause Analysis Handbook: A Guide to Efficient and Effective Incident Investigation.

ABS Group also has contributed to the following CCPS publications:

- Guidelines for Implementing Process Safety Management, 2nd Edition
- Guidelines for Integrating Management Systems and Metrics to Improve Process Safety Performance
- Evaluating Process Safety in the Chemical Industry
- Guidelines for Defining Process Safety Competency Requirements
- Guidelines for Management of Change for Process Safety
- Guidelines for Preventing Human Error in Process Safety
- Guidelines for Process Safety Metrics
- Guidelines for Risk Based Process Safety

## Our Value: Improving Safety, Reliability and Quality Performance

Cultural Cause Analysis™ supports organizations in assessing the underlying behaviors, actions and cultural issues that led to experienced losses. Leadership's ability to prevent future losses and improve performance is strengthened by adopting culture analysis, both proactively through safety culture assessment and reactively through CCA. With a proven track record providing risk-informed insights to a range of market sectors, ABS Group has the knowledge and capabilities to help your organization improve safety, reliability, quality and performance.

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*“Cultural Cause Analysis can be used as part of a proactive culture evaluation or following a process safety event to understand the culture disease pathology that may be affecting a company and how best to return to good process safety health.”*

*– Steve Arendt, ABS Group VP of Oil, Gas and Chemical Services and 2019 recipient of AIChE's Norton H. Walton/Russell L. Miller Award in Safety/Loss Prevention*

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