



# Complacency and Carelessness: Never Had a Problem Before

Complacency means we feel comfortable, and when we feel comfortable, we may make careless decisions. We may forego locking our car door when running into the store because we live in a safe neighborhood. We may check our phone when traffic has stopped because it's never caused a problem before. Each of these actions could result in negative consequences, but we might do them because we feel comfortable and "it will be okay."

Complacency at WTP makes us vulnerable to mistakes and poor quality. We may skim a document that we should be reviewing carefully. We may not use a checklist associated with a task we complete daily. Each of these actions could result in negative consequences. At WTP, complacency is intolerable because we must achieve bulletproof quality, down to the last bolt.

### The Antidote

The best way to combat complacency is to identify personal rules or rituals. Maybe drive a slightly different route to or from work once or twice a week or ask a co-worker to review a product before finalizing it. Or we may make it rule to always lock our doors when we get out of our cars, no matter how brief the stop, and to stow our phones out of reach while we drive. Identifying and implementing antidotes like these can help us prevent complacency, carelessness and negative results.

### Discuss It

Read the situations below and discuss them using the following questions:

1. Is the situation an example of complacency? Why or why not?
2. Is the situation an example of carelessness? Why or why not?
3. How might these be examples of someone being too comfortable in their situation?
4. What other negative consequences might be associated with the situation?
5. What if no negative consequences resulted? How might that affect your decision next time?
6. What are some possible antidotes?



# Nuclear Safety and Quality Culture

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Situation	Consequence
After work one day, you are driving home, and you hear your phone signal a new text message. You are stuck in very slow stop-and-go traffic, so you pick your phone up to glance quickly at the message. When you look up, you notice traffic has stopped again, and you hit your brakes.	You notice traffic has stopped again too late, and hit the car in front of you.
A consistent top-performer in your work group provides you a drawing for signature. You give it a quick review but trust that the employee provided the same high-quality work he always does.	You discover there was a significant error in the drawing that will require rework from several people.

## Think About It

1. In what areas of your work might you be complacent or vulnerable to complacency? Why?
2. How might your complacency lead to carelessness?
3. What consequences may result from your complacency?
4. What are some possible antidotes?