



Don't Let Distractions Impact Quality

Quality topics are available to enhance efforts to ensure the project's standards for quality are met. Employees are encouraged to read the topic aloud at meetings, and then lead a discussion, using the questions provided to engage others. The purpose is to support the efforts of all WTP employees to provide bulletproof quality.

Distractions Happen

Workplace distractions are a common and reoccurring problem. When building a nuclear facility like WTP, workplace distractions could lead to errors that critically impact current or future project operations and safety.

Look! A Distraction!

Distractions or interruptions can be difficult to avoid. Recognizing them as error precursors helps workers take steps to eliminate the precursor or to ensure the unfavorable condition will not promote error. When distracted or interrupted, take time to mentally review what you were doing and regain focus before returning to the task.

The following actions can allow non-manual employees to reduce distractions when performing critical tasks:

- Move to a quiet area or wear ear plugs
- Hang a "do not disturb" sign on your door or cubicle
- Turn off alerts that come from your email, Lync, desk phone or cell phone
- Store your personal communication devices away in a drawer
- Don't multitask – work on one project at a time and stay on task

The following actions can allow manual employees to reduce mistakes from distractions:

- Conduct prejob briefings in a quiet area
- Identify and eliminate potential distractions before you start work
- Clearly communicate your intentions, and ensure you are aware of the intentions of others
- Be aware of changes to your work environment, your equipment and the people around you
- Gather all necessary tools, supplies and equipment prior to beginning a task

Discussion Questions

1. What activities occur in your work area that could become distractions?
2. Have you ever had a distraction negatively impact the quality of your work?
3. What steps do you typically take to reduce distractions before performing work?