



John Westphal

Chief Advisor, The Just Culture Company, LLC.

John is an Advisor at The Just Culture Company working in both industry and healthcare, applying the Five Skills and teaching Just Culture Certification Courses. John has more than two decades of experience in high consequence industries. He has worked in military, general, and commercial aviation; aerospace maintenance and flight operations; nuclear power; utility; the US Forest Service; database and information storage; manufacturing; and many aspects of healthcare.

As Manager of Human Factors at Northwest Airlines, John worked with the FAA, management, and union leadership to operationalize Just Culture concepts and facilitate progress within a unionized environment. He helped develop a round table event investigation format that brought management and union representatives together to examine the errors and choices within each event to establish the proper level of accountability. John also trained and coordinated an investigative team who analyzed events within Northwest Airline's ground operations, applying "The 5 Rules of Causation", to ensure a more thorough systemic analysis of organizational risk.

John has worked with NASA, healthcare, energy companies, and the airline industry developing prevention strategies using the Socio-Technical Probabilistic Risk Assessment (ST-PRA) methodology. John has developed predictive risk models and interventions for risks such as space shuttle maintenance errors, aircraft component installation errors, aircraft ground damage, aircraft crew errors, utility truck damage, high voltage deactivation errors, and overhead crane mishaps. John's most recent

and award winning work at NASA includes work on human engineering design requirements and risk modeling tools for the Constellation project. In healthcare, John's work has centered on Just Culture implementations and predictive risk modeling. His work has employed the ST-PRA methodology for wrong-site surgery, smart pump programming errors, medication dispensing errors, injurious falls, chemotherapy administration errors, mislabeled specimens, and triage errors. The interventions developed from these ST-PRA models have resulted in risk/rate reductions up to 95%.

John is a Six Sigma Black Belt and holds a BS in Aviation Business Management from Minnesota State University, Mankato.

