

Building safe and reliable railways that offer peace of mind

Steady implementation of the JR-West Group Railway Safety Think-and-Act Plan 2022

Enhancement of organizational safety management

To improve the functions of railway systems for maintaining safety, we are constructing organization-wide mechanisms to ensure safety, such as safety management systems and risk assessment*1, implemented at the managerial, technical and operational levels, based on an awareness of safety as the top priority. We also work to ensure that these mechanisms

function effectively, without deterioration over time, and are continuously enhanced.
Specifically, we will improve the quality of risk assessments, which help to prevent serious incidents and labor accidents, and construct systems for safety management reviews*2, and then utilize a PDCA cycle to improve these continuously.

Ways we boost safety

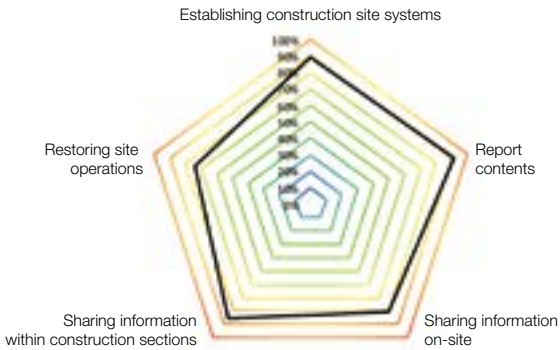
Visualizing emergency response skills
(Osaka Construction Office)

At the Osaka Construction Office, we've been providing feedback to each construction site in the form of good practices and areas needing improvement when we carry out training exercises. Recently we've been working to visualize emergency response skills as a way to further improve those skills.
Specifically, we're identifying strengths and weaknesses and using them to more actively implement initiatives and give employees a sense of accomplishment by awarding points in various areas, for example "establishing construction site systems," as feedback.
We'll continue working to improve our emergency response skills while refining our visualization effort as well.

Emergency response training



Worksheet for visualizing emergency response skills



*1 Risk assessment: The process of identifying, evaluating, and prioritizing risks, and then discussing appropriate measures for all prioritized risks
*2 Safety management review: A system under which management reviews and evaluates the construction and improvement of safety management systems, and then revises and improves them as necessary

Visualization helps improve employees' emergency response skills

When reflecting on the training we've conducted in the past, I've felt that it's been difficult to identify areas where we did better than in the previous training session. By identifying the elements necessary in order to respond in the event of an emergency and then assigning points for each, we've made it possible to discover improvements as well as areas needing improvement at a glance. By indicating the necessary arrangements in a specific manner, we've taken steps to increase the precision of scoring.
Feedback from participants indicates that this effort has helped them identify their own weaknesses, so I feel it's having an effect.
In addition, by sharing results with other construction sections, we're encouraging sites to learn from each other. Going forward, we'll work to realize further improvements in emergency response skills by, for example, increasing the precision of scoring further.

Transport Safety Division, Osaka Construction Office
Masaki Nishikawa



Enriching our training program based on the strengths and weaknesses we've visualized

Scoring emergency response skills and using them to provide feedback has made it easy to identify which areas should be given priority in future improvement efforts. In addition, I feel that it's proven convincing to employees and allowed them to ascertain their own issues.
For example, when it became apparent that the speed with which information is shared at the construction section was a weakness, that led to specific improvements, such as the use of a chat tool.
We'll continue to enrich the content of our training programs to further boost our emergency response skills.

Assistant director, Hiroshima Station Building Construction Section, Osaka Construction Office
Junichi Tahara



Safety think-and-act by each individual

Each of us endeavors to report and share information on safety—which leads to organizational safety measures—using this information to evaluate and implement self-management.
While encouraging and commending the efforts made by every person to improve safety, we publish examples where

people have been particularly creative or ingenious at each work site, disseminating them across the organization through work presentations and in-house publications and adopting their ideas as safety measures.

Ways we boost safety

Creating an environment conducive to reporting with 2D barcodes
(Morinomiya Train Drivers Unit, Kansai Regional Head Office; others)

Whereas train crew members use special forms to report information that they feel is concerning, the Morinomiya Train Drivers Unit has enabled crew members to file reports by email after scanning 2D barcodes with a tablet. Since crew members can file reports from the field when they become aware of potential concerns, the measure is helping identify more risks.
There's also a move on the part of other sites to adopt this system. For example, the Kusatsu Train Drivers and Conductors Unit actively commends crew members who report valuable information. Those reports are shared with other crew members to facilitate additional reports and identify risks.

2D barcode for reporting



Studying risks based on reports



Commending crew members who have provided valuable reports



Taking steps so drivers can report information of concern more easily

We began using 2D barcodes so that drivers could file reports immediately from the field when they feel concerned. The ability to attach photos to the reports is helping us more precisely assess conditions in the field.
This system has increased the amount of information we receive from drivers, and it's helping us identify and address specific risks.
We plan to share information more effectively by using 2D barcodes and other technology for other reports and for communicating information to drivers.

Assistant manager, Morinomiya Train Drivers Unit, Kansai Regional Head Office
Junichi Kuroki



Adopting the Morinomiya Train Drivers Unit's system

When I read about the Morinomiya Train Drivers Unit's system on an internal information-sharing site, I felt that we should adopt it, too. A discussion with my boss led to a decision to try it ourselves, so I contacted Mr. Kuroki, the Morinomiya unit's assistant manager, for details.
The number of reports has risen at the Kusatsu Train Drivers and Conductors Unit, and I feel the measure is having an effect. We too plan to pursue additional initiatives using tablets in the future.

Driver, Kusatsu Train Drivers and Conductors Unit, Kansai Regional Head Office
Kazuyuki Tsuneto

