

## ULTRA ACCESS

### Assessing an organisations "maturity" level...

Using "Hudsons Ladder" model to help improve your company.

Hudsons Ladder model outlines the 5 levels of cultural maturity with each representing the organisational progression from a culture where safety is not prioritized to one where continuous improvement and employee involvement are actively encouraged.

Even though a safety related model, its core principles can be used for a number of applications, and is very handy to give one an idea of what their organisations "maturity level" is.



#### Level 1: Pathological.

Safety, compliance, reporting, systems of work, and processes are all lacking, accidents are covered up, there's no clear directional focus, and changes to the organisations procedures and culture are resisted heavily, struggling to keep hold of their staff.

The phrase "*we've always done it this way*" is born here, but makes it home within a reactive culture (Level 2) - as uncomfortable, or offensive as it might be to some.

#### Level 2: Reactive.

Some of Level 1's lacking aspects might have been improved on, but with poor reporting systems used - and not sufficiently utilised, whilst being potentially open to change without knowing how to achieve it combined with a lack of industry knowledge and understanding. Incidents are actioned post-their-occurrence.

#### Level 3: Calculative.

A good level to aim for. And a the next step to achieving a proactive organisational culture. Consistent management structure, using statistics from any possible incidents to improve operating systems, efforts to make safety as important as profit, continued training and retainment of staff, working to within the boundaries of recognised "best practice" standards.

#### Level 4: Proactive.

Many "good" / Tier 1 scaffolding contractors are in this position, with only few exceptions ever reaching Level 5... satisfied retained clients who are happy to pay that little bit more for the excellent service, with overlapping and well thought-out safety and operational systems, quality assurance and inspection procedures are followed and improved upon at regular intervals, good staff retention, healthy and cooperative relationships with client management. Safety plays on an equal footing to profit.

#### Level 5: Generative.

Building on the success of Level 4, the organisation has the management structure, high quality staff, reliability to deliver even under the most demanding of projects or circumstances and can use this evolution to begin creating innovative solutions to lift the whole industry up, evolving into an exceptional scaffolding company that many others strive to emulate.

... question is, where is your scaffolding company on this ladder? and do you want to get to level 3 4, or even push for the coveted Level 5? ... and if so, ULTRA ACCESS could very well help...