Fountain's Black Boxing Process

To err is human.

In his book "Black Box Thinking", Matthew Syed investigates how the airline industry is exemplary in using information from those rare instances that something has gone wrong to improve their systems. Instead of covering up or brushing off mistakes, they interrogate them to prevent them from happening again.

When something goes wrong or a mistake is made, we want to foster a culture at Fountain where the person who made it stands up and says "Hey, I made a mistake! Can someone help me fix it? And how can I stop it from reoccurring?" – rather than making like an ostrich and burying their head in sand.

So we are introducing a Black Box Process at Fountain – as a structure to turn any given mistake into a valuable learning moment. Because, heck, even an ostrich can't make an omelette without breaking a few eggs

Sometimes you may be asked to go through the Black Boxing with one of us – other times, we may ask you to go through it yourself and present your outcomes. Black Boxing will be most valuable when completed by the person or people who take responsibility for the mistake – it is not a punishment or censure, but a way to turn a mistake into an opportunity for organisational improvement.

So if to err is human, then to learn from it is bloody brilliant.

1. **Email address** *

_____

2. **What went wrong?**

_____

_____

_____

_____

_____

3. **What was the impact? (i.e. did it cost a client money, did it damage a client relationship, how did it impact targets?)**

_____

_____

_____

_____

_____

4. **What were the surrounding circumstances? (i.e. was your workload overwhelming, was the client putting pressure on? Your answer will help us identify patterns)**

5. **How could it have been avoided or prevented from happening? (i.e. what could have been done differently, whether by you, the company or someone else? If you're not sure, this could be the basis of a discussion.)**

6. **What can be added to our processes or checklists to avoid it happening in the future? (If you're not sure, this is a topic for discussion)**

7. **Is there anything else you would like to add?**

Thank you!

A copy of your responses will be emailed to the address you provided