

The Occupational Safety and Health Administration

OSHA's Role

- Under the Occupational Safety and Health Act of 1970, employers are responsible for providing a safe and healthy workplace for their employees.
- OSHA's role is to promote the safety and health of America's working men and women by
 - setting and enforcing standards
 - providing training
 - outreach and education
 - establishing partnerships
 - and encouraging continual process improvement in workplace safety and health

OSHA'S Services

- OSHA and its state partners have approximately 2100 inspectors, plus complaint discrimination investigators, engineers, physicians, educators, standards writers, and other technical and support personnel spread over more than 200 offices throughout the country.
- This staff establishes protective standards, enforces those standards, and reaches out to employers and employees through technical assistance and consultation programs.

The Public OSHA Serves

- Nearly every working man and woman in the nation comes under OSHA's jurisdiction (with some exceptions such as miners, transportation workers, many public employees, and the self-employed).
- Other users and recipients of OSHA services include:
 - occupational safety and health professionals
 - the academic community
 - lawyers
 - journalists
 - personnel of other government entities.

Service Improvement Plan

- OSHA is determined to use its limited resources effectively to stimulate management commitment and employee participation in comprehensive workplace safety and health programs.

Surveying The Public

- OSHA is dedicated to improving the quality of their efforts and knows that to be successful they must become an agency that is driven by commitment to public service.
- The first step is for OSHA to listen and respond to its customers.
- Accordingly, OSHA conducted a survey to learn more about what employers and employees think of their services.

- Because workplace inspections are one of OSHA's principal activities and because voluntary efforts to improve working conditions ultimately depend on strong enforcement, their survey focused primarily on the inspection process.
- They asked a random sample of employees and employers who had recently experienced an OSHA inspection what they thought of the inspection in particular, and of OSHA's standards and educational and other assistance activities in general.

Service Standards

- OSHA based their new standards for public service on what was learned from the survey, from meetings with employee and employer groups, and from focus group discussions with workers from many plants and industries across the country.

- The public service improvement program will be an ongoing one.
- OSHA will continue to gather information on the quality of their performance in delivering services in areas not included in this year's survey, particularly in the construction sector.
- Next year, too, they plan to learn more about public response to our assistance and consultation programs.