

# Slide Deck: Policy Misapplication & Leadership Accountability (Amazon RME)

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## Slide 1 – Title Slide

**Case Study:** Policy Misapplication & Leadership Accountability in RME

**Subtitle:** Lessons in Compliance, Retaliation Prevention, and Managerial Integrity

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**Intended Audience:** Amazon Managers & Leadership Development Participants

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## Slide 2 – Executive Summary

- Incident: Alleged LOTO violation (Oct 8, 2025) → Final Written Warning (Oct 13, 2025).
- Root issue: Misapplication of DCC.STD.009 Hazardous Energy Control policy.
- Process gaps: HR “Seek to Understand” and Escalation steps skipped.
- Objective: Transform punitive culture into one of procedural integrity and trust.

**Suggested Visual:** Overview graphic showing *Incident* → *Misstep* → *Appeal* → *Learning Path*.

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## Slide 3 – Incident Timeline

### Key Events

- 04:30 – No PMs visible due to Code Freeze (no tasks).
- 08:15 – APM auto-assigned 14 PMs (system error).
- 08:23 – Technician pulled into mandatory training.
- 09:00–13:30 – Meetings removed worker from floor (6 hrs lost).
- 14:50 – FWW issued despite freeze compliance.

**Suggested Visual:** Horizontal timeline chart with cause/effect arrows.

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## Slide 4 – Policy vs. Practice

Policy Requirement	Observed Managerial Action
DCC.STD.009: Failed LOTO audit = coaching/near miss	Treated as disciplinary event (FWW)
AFW5 HR Guide: “Seek to Understand” required before discipline	No investigation or dialogue held
Ownership Matrix: L5–L7 escalation required	No escalation performed
Zero Retaliation Policy: Protects complainants	Action occurred post-HR report

## Policy Requirement

## Observed Managerial Action

**Suggested Visual:** Two-column comparison table or balance scale graphic.

### Slide 5 – Impact on Technician

- Lost >6 hours due to mandatory meetings during Code Freeze.
- Penalized for non-execution of blocked tasks.
- Experienced reputational damage from public reprimand.
- Psychological safety undermined; trust in leadership eroded.

**Visual:** Bar chart showing *productive hours vs. system delays*.

### Slide 6 – Impact on Amazon

- **Compliance Risk:** Misapplied policy undermines internal audit integrity.
- **Cultural Risk:** Fear-based leadership reduces morale and engagement.
- **Retention Risk:** Experienced technicians disengage or exit prematurely.

**Visual:** Triangle diagram labeled *Compliance / Culture / Retention*.

### Slide 7 – Independent Analyses

#### Amazon Q Findings:

- Auto-scheduling logic conflicted with PMO Code Freeze metadata.
- Recommended metadata synchronization between APM & PMO systems.

#### Cedric (Compliance AI) Findings:

- Managerial tone met harassment/bias thresholds.
- Advised HR escalation under Zero Retaliation Policy.

**Visual:** Split infographic showing *AI Review → Findings → Recommendations*.

### Slide 8 – Key Failures Identified

- Policy misinterpretation (DCC.STD.009 misapplied).
- Procedural gap: “Seek to Understand” skipped.
- Escalation matrix ignored.
- Retaliatory optics post-complaint.
- Training deficit in complex LOTO verification.

**Visual:** Layered risk chart showing *Policy → Procedure → Culture → Trust*.

## Slide 9 – Retaliation Risk Reminder

- Zero Retaliation Policy (Section 2.1): Protects employees from reprisal for reporting issues.
  - Even **appearance** of retaliation damages trust and compliance.
  - Retaliation optics = leadership accountability gap.  
**Visual:** “STOP” icon overlay on an HR flow diagram; policy excerpt screenshot.
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## Slide 10 – Leadership Accountability

- Missed opportunities for coaching and mentorship.
  - “Earn Trust” and “Dive Deep” principles not applied.
  - Decisions prioritized metrics over employee wellbeing.
  - Accountability requires transparent documentation and escalation.  
**Visual:** Leadership Principle icons connected to corrective actions.
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## Slide 11 – Training Recommendations

1. **Policy Literacy Workshops:** Refresh managers on DCC.STD.009 & AFW5 protocols.
  2. **Retaliation Prevention Scenarios:** Role-play optics vs. intent.
  3. **AI Compliance Tools:** Cedric & Q integration checkpoints before discipline.
  4. **Coaching Models:** Teach correction through mentorship.  
**Visual:** Checklist graphic or classroom illustration.
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## Slide 12 – System Improvements

- Integrate PMO calendar metadata into APM to prevent auto-assign errors.
  - Require Cedric/Q compliance validation before HR actions.
  - Automate escalation notifications for L5–L7 policy checks.
  - Establish HR audit trail for disciplinary consistency.  
**Visual:** Flow diagram showing *Preventive AI Checks* → *Escalation Alert* → *HR Oversight*.
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## Slide 13 – Cultural Reset

- Shift focus from punishment to performance enablement.
  - Promote “Psychological Safety” as compliance metric.
  - Reward leaders who prevent issues, not just resolve them.
  - Embed “Have Backbone; Disagree and Commit” in coaching culture.  
**Visual:** Side-by-side “Old Culture vs. New Culture” comparison.
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## Slide 14 – Call to Action

- Recommit to fair process and factual coaching.
- Escalate policy contradictions immediately.
- Use AI compliance tools proactively.
- Support your people — *lead with integrity and courage.*

**Visual:** Roadmap arrow: *Awareness → Accountability → Alignment.*

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## Slide 15 – Closing Slide

**Quote:** “Lead with accountability, protect with compliance.”

**Key Takeaway:** Every policy misstep is a leadership opportunity.

**Visual:** Amazon Leadership Principles wheel or torch-in-hand imagery symbolizing responsibility.

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