

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

Slide 1 – Title Slide

Case Study: Policy Misapplication & Leadership Accountability in RME

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

Author: Ethan Ross Womack | RME / PMO Aligned

Intended Audience: Amazon Managers & Leadership Development Participants

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*.

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.

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.

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.

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.

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*.

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.

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.

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.
