Perceiving and acting on WRSs, improve the handling of unexpected and unforeseen disruptions. Develop WRSs!

**Weak resilience signals**

- Workload (Stretch)
- Performance (punctuality, capacity)
- Safety (red/yellow signal approach/passage)

**Real-time measurement**

**Observation**

**Questionnaire on perception**

**Resilience cornerstones**

1. Monitoring
2. Responding
3. Anticipating
4. Learning
5. Teamwork

**Influence**

**Execution**

**Organisation change:**

Postplan 2.0 at Post Zwolle
- Corridor thinking
- Work division safety and plan
- Hourly job/position rotation
- Training is part of job rotation

**Resilience of the Socio-technical system**

**Theory – resilience state model for a railway system**

(Siegel & Schraagen, 2014)

**Theory – resilience cornerstones**

(Hollnagel, 2009)

*Part of the Railroad programme/NWO grant*