

# Investigation Monthly

November 2023



## To Do:

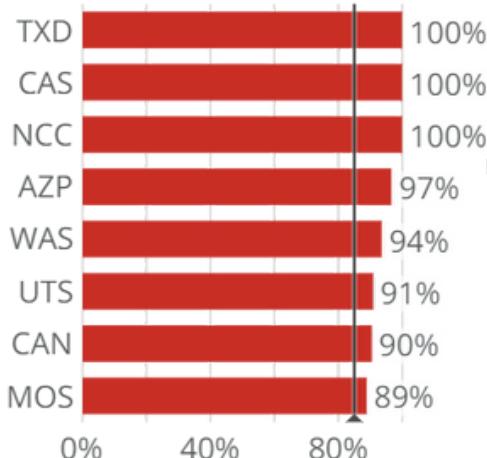
1. Review Contributing Factors (pg. 1)
2. Review Contributing Factor Spotlight (pg. 2)

### Percent Injuries Investigated (October)

# 96%

Oct Goal: 85% Nov Goal: 85%

Goal 85%



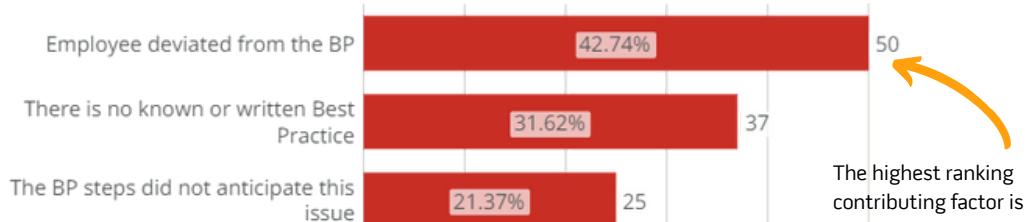
### Percent Injuries with Corrective/Prev Action

# 96%

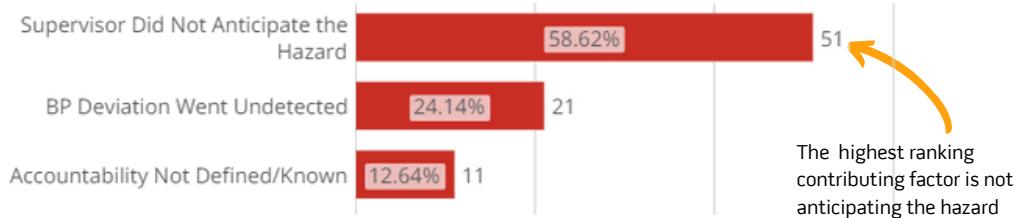
Oct Goal: 85% Nov Goal: 85%

## Contributing Factors (October)

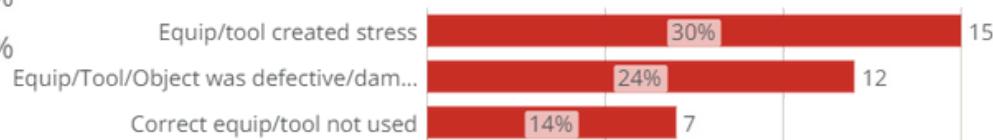
### How Did Best Practices Contribute?



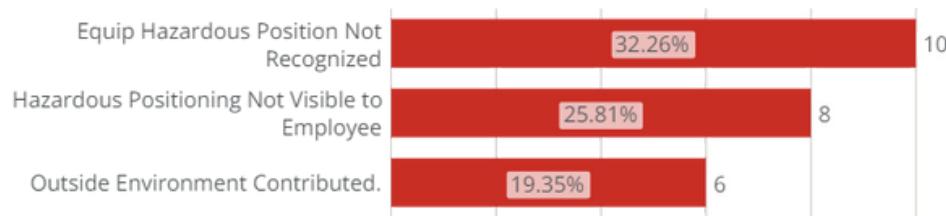
### How Did Management System Contribute?



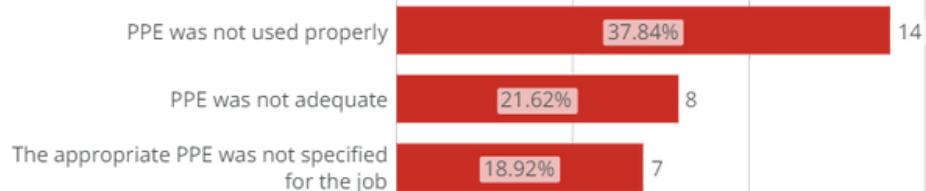
### How Did Equipment Contribute?



### How Did Environment Contribute?



### How Did Personal Protective Equipment Contribute?



# Contributing Factor Spotlight

The **Corrective Action/Preventative Action (CAPA)** process is based on the 5-Ms: Man, Mission, Machine, Meteorology (or Environment) and Management. These 5Ms represent the primary elements of the workplace which may contribute to the occurrence of an incident. Therefore, they are called

## CONTRIBUTING FACTORS.

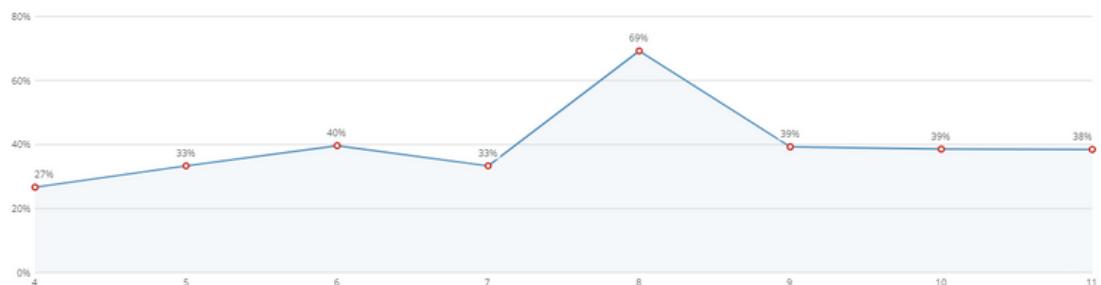
This month, we will consider multiple contributing factors. They are: Employee Deviated From The Best Practice; The Correct Equip/Tool was not used; and Equip Hazardous Position Not Recognized. Each of these factors represents a different 5M Category, i.e. Best Practice (Mission), Equip/Tool (Machine), and Hazardous Position (Meteorology or Work Environment). These factors were selected in almost 30% of the submitted investigations.

**SUGGESTIONS:** Some things to keep in mind when developing the CAPA Plan are: 1. Determine the underlying cause; 2. How severe was the injury or damage? 3. Has this type of incident happened before? If so, how often? 4. What would be best? (a) eliminate or change a tool or equipment - (b) add or improve a process/procedure/best practice - (c) add or improve personal protective equipment - (d) train or change or add an employee(s) or supervisor(s).

**Always remember** that the Safety Team is available to assist you.

## Suggestions to improve The CAPA

### Effective CAPA Plans



Now that Corrective Action plans are a critical part of the incident investigation, the plans can be reviewed for their potential "EFFECTIVENESS." This effectiveness is determined by the steps or actions the store's leadership will take or the incentives they will put in place to sustain execution of best practices in order to reduce the chance of a the incident occurring again. The steps/actions or incentives should be stated in the plan description.

Example: For one week (11/13-11/18), the Workflow Assistant Manager will observe the "Pulling In Vehicles" process and immediately coach and correct any hazards. Employees who execute best practices 100% of the time will receive a day off of their choosing.

## Opportunities

These considerations are provided to assist with future CAPA plan development

- 1** Consider the **physical condition and state of mind** - The employee may have been excessively fatigued, impaired, upset, bored, distracted, or overwhelmed.
- 2** Consider the **experience level** – The employee may need more skill/knowledge to perform the job or to respond to conditions or to understand system response.
- 3** Consider the **accountability level** – Management should make sure that all employees know and understand expectations and be willing to correct behavior.
- 4** Consider the **customer demand, bay times, wait times and employee schedule** – The employee could have performed the task in a hurry or used a shortcut.