Safety Improvement & Injury Prevention Awareness

Overview
As a wholesale distributor of electronic devices and equipment, Ingram Micro faces many safety challenges and daily incidents. Specifically, the Ingram Micro Distribution Center in Harrisburg, Pennsylvania has seen an increase in the annual number of safety incidents over the past decade. In 2014, the Harrisburg distribution center had 23 safety incidents earning it one of the worst safety ratios among their distribution centers.

Objectives
It was the team’s responsibility to develop strategies to decrease the annual number of incidents within the Harrisburg distribution center. The team sought to reduce the root of the injuries by implementing three safety awareness deliverables.

Approach
- After analysis of the 23 injuries, paired with observations of the distribution center processes, it was determined that the accidents primarily occurred due to lack of attention by the employees, as well as inadequate training on the proper handling of products distributed by Ingram Micro.
- The team initially brainstormed eight ideas that would improve the overall safety in the distribution center and target the specific areas for improvement. These ideas varied from programs that focus on incentivizing safety habits to visual aids that remind the employees about their safety.
- To narrow in on the three most appropriate strategies to implement, a decision matrix was created and analyzed. The five factors that were taken into account were cost, expected project duration, effectiveness, and easiness to implement.
- The three resulting strategies include: installing a television monitor playing a safety presentation on loop in the employee break-room, adding a “Safety Awareness Board” that can be visibly seen in the workplace, and placing safety posters at areas that common injuries previously occurred.
- A total of three site visits were conducted to introduce these ideas, pinpoint the locations for each deliverable, and to construct the final products that were installed in the distribution center.
- The plan for the three deliverables is to increase the employees’ awareness of their personal safety and create a culture that encourages safe practices.

Outcomes
Although the team was unable to track the successfulness of its deliverables, the team projects that implementing the three deliverables will:
- Decrease Ingram Micro’s annual number of injuries by 40%;
- Save $10,000+ annually on worker’s compensation;
- Create a culture emphasized on practicing safety techniques;
- Increase productivity because of decrease in use of temporary workers.