MITSUBISHI DRIVES HOME THE “ZERO HARM” MESSAGE

- Lost Time Injuries reduced by 55%
- Workers compensation claims down by 43%
- 63% savings in workers compensation direct costs

CHALLENGE
Mitsubishi Motors Australia Ltd (MMAL) had long recognised that good safety is good business. A considerable internal effort was undertaken to improve workplace safety, yet there was still an unacceptably high rate of injuries and associated costs, including:

- A Lost Time Injury Frequency Rate of 46 and over 260 employees being injured every year
- 450 workers compensation claims being made every year
- A reactive approach towards safety and a workplace culture that did not recognise the role of “behaviours” in causing workplace injuries and incidents

“MMAL had made good progress in OHS improvements in the previous years before commencing our relationship with DuPont. Indeed, these changes helped prepare MMAL for the ideas and principles DuPont would share. This relationship has allowed us to experience different outlooks and systems that are now being integrated into the way safety at MMAL operates,” says Paul Farmer, Manager Corporate Safety.

SOLUTION
DuPont conducted an evaluation of MMAL’s operations, which revealed many opportunities for improvement. Most significantly, this evaluation confirmed a genuine desire by senior managers to drive sustainable safety reform. With the enthusiastic involvement of CEO Tom Phillips, this top-down approach proved instrumental in establishing a culture that was willing to embrace safety as a core operating value.

“The Mitsubishi embarked upon a massive journey – a journey with a destination of zero harm, 24 hours a day, 7 days a week. It is a bold target, but one I am passionate about because there is no excuse for any injury.”

Tom Phillips, President and CEO, Mitsubishi Motors Australia Limited.
When MMAL managers, team leaders and health and safety representatives began undertaking Safety Observation tours, they witnessed a real shift in employee attitudes towards safety. In fact, the key to MMAL’s success has been energetic and involved employees, who welcomed the increased management commitment and visibility towards safety. Employees became involved in establishing ergonomic improvement programs, setting and enforcing common standards, increased reporting and learning from near-miss events.

MMAL managers were pleased to see the safety culture extend beyond the workplace. “The DuPont training reinforced the acceptance of individual responsibility and the application of the correct behaviour at all times, whether at work or at home,” says Nick Marciano, General Manager, Tonsley Park Manufacturing.

RESULTS

Among the many safety accomplishments at MMAL:

- A 55% reduction in LTIFR
- Workers compensation claims down by 43%
- 63% savings in workers compensation direct costs
- Substantial improvement in contractor safety management performance
- An increase in near-miss reporting

In addition, the company was recently recognised at the National Safety Council of Australia Awards for their activities in risk reduction. MMAL have also been heralded within the global Mitsubishi Corporation as the benchmark in safety excellence.

DuPont Principal Consultant, Ken Richardson, is impressed with the way MMAL have managed their journey towards safety excellence. “I could not have asked for any more improvements than what MMAL have managed to achieve. Despite being under significant pressure, they did a fantastic job and really demonstrated everything needed to implement a world-class safety improvement program that will continue to deliver safety improvements in the future.”

However, the greatest achievement has been MMAL’s ability to reinvigorate safety as a “focal point” in its day-to-day operations. Many design decisions for the production assembly lines for MMAL’s new model were influenced by this newfound operating safety discipline. Integrating people-focused safety with engineering processes has ensured a safer, more efficient and sustainable Mitsubishi for the future.

ABOUT MITSUBISHI MOTORS AUSTRALIA LIMITED:

Mitsubishi Motors is one of Australia’s vehicle manufacturers. The company continues to have a strong presence in the Australian market with over 2,000 direct employees and a 200-plus strong national dealer network.