



Pulp and Paper Health and Safety Association

Client Needs and Satisfaction Survey 2008

Results Summary

April, 2008

Introduction



The Pulp and Paper Health and Safety Association's (PPHSA) Continuous Improvement Process involves surveying clients, analysing client feedback, identifying service improvement priorities, developing a service improvement plan and implementing that plan.

The purpose of this survey was two fold: to obtain feedback from members firms on levels of satisfaction with PPHSA's programs, products, and delivery - and to gauge client needs and expectations.

Despite consistently positive ratings, we will continually seek out opportunities to enhance our service delivery. This report presents the key results from our 2008 Client Needs and Satisfaction Survey and our response to your feedback.

Third client-wide survey undertaken by PPHSA

Conducted on-line by SurveyMonkey on behalf of PPHSA in March 2008

543 surveys administered among the full e-mail database of PPHSA's primary clients

Accuracy of +/- 9.3%, 19 times out of 20

Key Findings – About our Clients



Satisfaction

- Overall, clients are highly satisfied with their experiences with PPHSA, with the strength of this proportion driven by those who report being “Very Satisfied”.
- 100% of respondents report being Satisfied (75% Very Satisfied) based on the products and/or services used. This is sustained performance from 2006.

Loyalty

- The truest measure of satisfaction is a measure of how likely clients are to use your services again. Universally, respondents report that they are likely to continue to work with PPHSA, with the proportion driven by those who say that they “Very Likely” to work with PPHSA again.
- 100% of respondents report being Likely to use PPHSA again in the future (80% Very Likely) – an increase from 76% very likely measured in our 2006 survey.

The majority of respondents classified themselves as Safety Coordinator (40%) or Manager (31%) and were from the Corrugated Box Operations (43%) representing business units with 50 to 200 employees (55%).

Needs of our Clients



Prevalent Health and Safety Challenges Identified
(in order of response frequency)

Workplace Behaviours

Ergonomic Issues

Guarding and Lock Out

Needs of our Clients



Prevalent Health and Safety Challenges Identified

(in order of response frequency)

Workplace Behaviours Including: Apathy, Lack of Ownership, Enforcement, Adherence to Rules and Procedures

Workplace behaviour is closely related to the workplace safety culture and the effectiveness of the internal responsibility system (IRS). Although many workplaces have assigned responsibilities, rules and procedures in place, an effective accountability system that cascades throughout the organization is often missing. Through the provision of auditing services and training programs aimed at frontline workers, supervisors and managers, PPHSA supports and encourages an effective IRS. PPHSA's longer term strategy includes an expansion of services to supervisory and senior leaders in support of addressing workplace behavior.

Needs of our Clients



Prevalent Health and Safety Challenges Identified

(in order of response frequency)

Ergonomic Issues Including: Musculoskeletal Disorders (MSD), Manual Material Handling and the Aging Workforce

Musculoskeletal disorders are the single largest issue impacting our sector, both in terms of claim cost and frequency. Over the past number of years PPHSA has provided a full range of ergonomic services to member firms through a partnership with Taylor'd Ergonomics Inc. Moving forward, PPHSA has hired a full time Ergonomic/Health Specialist in support of industry needs. Our current strategy targets those firms most in need of ergonomic interventions/support through the use of targeted assessments and consulting on the use of Ontario's MSD Prevention Guideline, Resource Manual and Assessment Toolbox.

Needs of our Clients



Prevalent Health and Safety Challenges Identified (in order of response frequency)

Guarding/Lock Out

Guarding and Lock Out–related injuries are the cause of many serious injuries within our industry, second only to ergonomic related injuries in terms of frequency. Guarding and Lock Out remain as a key focus area for Ministry of Labour Inspectors when conducting inspections and issuing orders. Over the past couple of years PPHSA collaborated with industry in support of controlling these hazards, leading to the development of risk assessment training programs and the provision of that training to front line staff. Moving forward PPHSA will look to benchmark with those organizations that demonstrate best practices as it relates to eliminating Guarding and Lock Out hazards.

What we do Best



**Top Sources of Satisfaction
Related to Products, Programs and Services**
(in order of “very satisfied” response frequency)

Training Programs

Health & Safety Consulting

Education Materials

Industrial Hygiene Consulting

What we do Best



Top Sources of Satisfaction Related to Products, Programs and Services

(in order of “very satisfied” response frequency)

Training Programs

100% Satisfied

When rating products, programs or services used in the past two years, PPHSA training programs were rated above all others. In fact 91.9% of respondents report being “very satisfied”, an increase of almost 15% from 2006. Instructor-led classroom training and sector-specific content were rated as top attributes.

What we do Best



Top Sources of Satisfaction Related to Products, Programs and Services

(in order of “very satisfied” response frequency)

Health and Safety Consulting

97.4% Satisfied (82.1% Very Satisfied)

Help in identifying and understanding health and safety needs, and consulting to meet legislation top the list in terms of importance for respondents. Top sources of satisfaction listed are the value for money in our consulting services (87.9% very satisfied) and having knowledgeable and professional consultants (87.8% very satisfied)

What we do Best



Top Sources of Satisfaction Related to Products, Programs and Services (in order of “very satisfied” response frequency)

Education Materials

100% Satisfied (69.4% Very Satisfied)

The consistently high level of satisfaction with training and consulting is directly related to the quality of the material that supports those services. PPHSA’s program developers work diligently to continually improve the quality of our training material in terms of sector-specific course content and user-friendly design templates.

What we do Best



Top Sources of Satisfaction Related to Products, Programs and Services (in order of “very satisfied” response frequency)

Industrial Hygiene Consulting **100% Satisfied (64.7% Very Satisfied)**

The recent update to noise control legislation in Ontario led to an increased demand for PPHSA industrial hygiene services. To support this demand, PPHSA purchased three new noise dosimeters and saw a 23.7% increase in satisfaction, with 64.7% of respondents reporting being “very satisfied”. Processes and reporting templates continue to be reviewed and improved where and when appropriate.

Opportunities



The 2008 Survey confirmed three significant opportunities to further support our clients in the elimination of illnesses and injuries, while enhancing their overall satisfaction.

Focus on Ergonomic Consulting and Related Services

Focus on Workplace Behaviours and the Internal Responsibility System (IRS)

Focus on Guarding and Lock Out

Priorities for Improvement



Focus on Ergonomic Consulting and Related Services

- 48.9% of clients rate this service as “very important” to them.
- 40% of clients indicate that they are “very satisfied” with ergonomic consulting services.

PPHSA has hired a full-time Ergonomic/Health Specialist to provide a greater depth of ergonomic consulting and related services to our clients. Our strategy includes continued targeting of firms most in need of ergonomic consulting, mentoring of PPHSA consultant/trainers in first level ergonomic interventions, the provision of ergonomic system audits, task analysis, specific ergonomic assessments and physical demand descriptions. Our process for engaging clients in ergonomic activity will be reviewed with improvements made where appropriate.

A continued partnership with Taylor'd Ergonomics will support advanced ergonomic training.

Priorities for Improvement



Focus on Workplace Behaviours and the Internal Responsibility System

This topic area was mentioned most when we asked our clients what they believed to be the most prevalent health and safety challenge within their workplace. This speaks to the structure and health, *or lack thereof*, of the Internal Responsibility System (IRS) within our client facilities. Although existing products and services exist in support of an effective IRS, it is clear that a broader strategy must be in place to integrate responsibility and accountability frameworks within our client locations. PPHSA will look to tier our product and service offerings to workers, supervisors and senior managers in support of positively impacting workplace behaviours across the organization.

Priorities for Improvement



Focus on Lock out and Guarding

Guarding and Lock out-related injuries continue to plague our industry and are consistently a focus area for Ministry of Labour Inspectors when conducting inspections and issuing orders.

Moving forward PPHSA will benchmark with those organizations that demonstrate best practices as it relates to eliminating Guarding and Lock out hazards as the basis for improvements to our products and services. We will also look to partner with an engineering firm to expand our expertise and depth of service as it relates to conducting pre-start health and safety reviews and technical training related to fixed and interlocked guards.