



Case Study

Enhancing Safety Culture with Technology: Dairyworks Sees 42% Increase in ENOP Reporting

About Dairyworks NZ

Established in 2001 Dairyworks is a company built on the values and innovation that have made New Zealand a world leader in dairy production.

The Challenge

Approximately 12 months ago, Dairyworks saw an increase in injury rates, leading to a strategy reassessment. After consulting the board, they sought innovative solutions from other organizations. Inspired by successful uses of technology, they adopted new strategies to address manual handling and operating in tight spaces. Learning from peers with similar challenges validated their decisions and provided ongoing support and shared learning.

Solution

Dairyworks implemented Soter technology with a methodical and inclusive approach. They empowered safety champions to lead the program and engaged workers and stakeholders in pre-launch briefings to ensure clarity on objectives, expectations, and benefits. The launch day was meticulously planned, marked by enthusiasm and widespread participation. Regular interactions with Soter allowed for the refinement of the program, incorporating feedback and making necessary adjustments to maximize impact.



Results

The implementation yielded positive results, with Dairyworks achieving:

42% improvement in high-risk shoulder movements

67% improvement in high-risk spine movements

Safety Culture Impact

- 42% increase in Early Notification of Pain (ENOP) reporting within the last 6 months;
- Enhanced conversations around pain, discomfort, and health tracking;
- Empowered employees to report discomfort promptly, fostering proactive health management.



"Soter has been instrumental in identifying our specific risk profiles. We quickly found that our team faces higher risks with shoulder movements. Feedback from the device has led to ergonomic changes and highlighted opportunities in workplace design, such as reviewing shift activities and arranging consumables."

Using Soter wearables for real-time coaching and data extraction, we've adopted a multifaceted approach to continuous improvement, supported and visible to our team."

Jana de Buyzer,
Health and Safety Business Partner at Dairyworks



Worker Use Case

An operator experienced unreported shoulder discomfort. Analysis using the Soter device revealed overreaching to increase productivity as a key factor. This led to a comprehensive review and adjustment of production line practices, behaviors, and ergonomic setups across all shifts.

The data initially showed a high incidence of risky behaviors, which significantly reduced after interventions, prompting a re-evaluation of the improvements' drivers, whether behavioral or process-related.



Future Strategy

They plan to leverage the experiences of advocates and beneficiaries within the organization to validate and refine their approach, especially in rehabilitation and return-to-work programs.

The strategy involves a cyclical process of evaluation, implementation, and refinement, using a risk-based approach to identify and address concerns. They are prepared to optimize operational layouts and processes as needed. By building on each cycle's successes, they aim for continuous improvement, reducing risks and injuries cumulatively.



8 Risk Mitigation and Overall Risk Identification Benefits

These points encapsulate how the Soter technology has been instrumental in enhancing risk mitigation and overall risk identification at Dairyworks NZ, leading to improved workplace safety and employee satisfaction.

Reduction in High Risk Movements	42% improvement in high-risk shoulder movements	67% improvement in high-risk shoulder movements
Early Notification of Pain (ENOP)	42% increase in ENOP reporting, indicating a shift towards proactive health management	Enhanced internal communication regarding health & safety issues, empowering employees to voice discomfort more promptly
Data-Driven Risk Verification	Identification and confirmation of potential risks in previously uncertain areas	Use of Soter devices to isolate and validate actual risks, leading to customized risk mitigation strategies, including ergonomic adjustments and coaching
Strategic Realignment	Pivot from a focus on back injuries to addressing shoulder injuries driven by data trends captured by Soter	Realignment guided by the devices' ability to reveal imbalances in shoulder-related discomfort and injuries
Continuous Improvement & Feedback Incorporation	Regular interactions with Soter to refine the program based on feedback	Multi-faceted approach to continuous improvement, supported by real-time coaching and data extraction to target design issues
Operational Insights	Investigation of shoulder discomfort led to comprehensive reviews and adjustments of production line practices	Noticable reduction in risky behaviours after interventions, prompting a re-evaluation of behavioural and process adjustments
Engaging Leadership	Presentation of findings to senior leadership, highlighting shifting patterns of risk	Emphasis on the potential for significant improvements through minor adjustments, reinforcing the value of Soter device data in guiding strategic decisions
Cultural Shift	Momentum towards a shift in safety culture, with more conversations around pain, discomfort and tracking tools	Increased early reporting and proactive health management approaches

