



## Communication Issues

### COMMUNICATION ISSUES AND CORRECTIVE ACTIONS

Lack of communication or miscommunication can lead to serious problems in the workplace. Without clear communication, employees may not be aware of the necessary procedures or tasks they must complete to safely and effectively complete a task. This document looks at near miss and injury cases identified in the MPS database that are related to communication issues and the applicable corrective actions.



#### Near Misses and Corrective Actions

Near Miss Hazards		
Cause	Amount	Corrective action
Change in Operation Needed	3	Procedure Reviewed and Corrected
Complacency	21	Situational Awareness Training and Complacency Training
Equipment Malfunction	15	During Inspections Add Equipment Checks
Environmental Conditions	9	Job Safety Analysis Training and Situational Awareness Training
Improper Procedure	37	Procedure Training And Employee Monitoring
Language Issue	6	Language Training and Maintenance Training
Maintenance Issue	61	Review Maintenance Schedule and Make Necessary Improvements
Missing Equipment	4	Procedure Training
New Equipment Needed	13	Replace Ineffective Equipment and Test new equipment to determine adequacy
Not Securing Equipment	4	Procedure Training

#### Injuries and Corrective Actions

Injury			
Cause	Amount	Corrective Actions	Injury Severity
Equipment Malfunction	3	During inspection add equipment checks	Lost Time Accident to Fatality
Complacency	3	Situational Awareness Training And Complacency Training	First Aid to Lost Time Accident
Improper Procedure	37	Procedure Training and Employee Monitoring	First Aid to Fatality
Language Issue	1	Language Training	Lost Time Accident

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