

## How the Kent Campus Reduced Recordable Incidents by 92%



**Shasta Denoso**  
Kent Campus Safety Manager  
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### Parker—Creating the Safest Industrial Workplace

Parker Hannifin (Parker) is the global leader in motion and control technologies, providing precision-engineered solutions for a wide variety of mobile, industrial, and aerospace markets. Parker operates in 44 countries, employs ~62,500 people worldwide, has 335 manufacturing plants, and is a Fortune 250 company.

Since its fiscal year (July 1–June 30) 2019, Parker has reduced its recordable incident rate by 45%, and its safety performance ranks in the top quartile among peer industrial companies. The company has a continuous improvement focus, incorporating an ergonomics process along with other safety initiatives to improve operations and the well-being of team members through risk reduction of work-related illness and injuries.

### Kent's Journey to Reduce the Total Recordable Incident Rate

Parker acquired the Kent, Washington, manufacturing campus in 2019 and implemented its ergonomics program across the site. Shasta Denoso, Safety Manager at the Kent campus, looked forward to incorporating the ergonomics program into the campus EHS management system, with the goal of reducing its annual average of ~80 total recordable incidents. The ergonomics program was a great solution because a large percentage of the campus recordables were strains and sprains.

Shasta said, "We were excited to use [VelocityEHS Industrial Ergonomics](#) so we could assess and quantify improvements. Strains and sprains unfortunately tend to go unnoticed because there isn't immediate visibility, due to them usually happening over time."

Parker assembled an ergonomics team consisting of people from safety, engineering, and lean teams, along with some fabricators. Once this group finished the ergonomics training, they all took their new skills and walked the campus, engaging with different team members to better understand the difficulties of their jobs and their day-to-day routines. They took pictures of the different areas, weighed relevant materials, used the motion capture tool for high repetition jobs to get a good baseline, and just gathered information to find improvement opportunities.

### Making Safety Fun

The Kent campus consists of four buildings with site leaders. Once the ergonomics team gathered its data, they presented it to the different site leaders, providing a list of improvement opportunities for each building. Each site leader was asked to pick their top five to be added to an "action list," which gave the ergonomics team a starting point of 20 action items.

Shasta further explains, "It was a very collaborative process. The team would meet and come up with a problem statement for each action item, so we knew where to focus our efforts. This was important because as we brainstormed, our ideas would evolve and they could sometimes get off track, so having a problem statement helped to keep us anchored to finding an actionable solution to the original problem. Throughout the process we were able to have fun with it, nothing was off the table. We would look at each problem, then draw or mock-up solutions expanding on all the different proposed ideas. Once we had a solid list of actionable



solutions, we attached grades to them and put them in different categories based on costs, ease of implementation, and overall effectiveness.”

As the Kent ergonomics team analyzed each solution, they were able to settle on ones that could be a good starting point. Shasta went on, “Not every idea that we thought would be the best solution ended up working, but we learned from it and were able to come up with even better solutions. We made sure we celebrated the solutions that did work across the campus, creating visibility and excitement. This helped to build passion around improving ergonomics in the workplace.”

One project that successfully reduced injury risk was the development of a pivoting or inversion cart. As some objects are moved through the campus, they either need to lie flat or vertical depending on the layout of the plant. The ergonomics team developed the cart to assist the member moving the object to easily change its position with little to no strain.

## Keys to Safety Success

As Parker implemented different solutions throughout the campus, they quickly started seeing great results, and before they knew it, their recordables were dropping. The first step was changing the conditions in the workplace, making them more comfortable and efficient for their members. The next step was to start examining the different behaviors of the members to better understand how to reduce high-risk motions and postures.

Shasta explained, “With the positive results we saw from changing the conditions of the workplace, we wanted to further involve our members and help them better understand the ergonomics process through e-learning. We started doing monthly micro-sessions where they would learn about different risks. From these sessions, members were in a better position to know how to prevent high-risk postures and movements, while at the same time being able to identify a more appropriate tool to use for different jobs.”

The combination of incorporating ergonomic design into the workplace and educating the team through digestible e-learning sessions helps everyone meet the goal of reducing recordable incidents. The Parker Kent campus has gone from ~80 annual recordable incidents in fiscal year 2019 to only having six so far in 2024, none of which are ergonomics related. That’s a 92% reduction from 2019.

When Shasta was asked what advice she would give to others looking to implement a successful ergonomics program she said, “It’s important to get people involved. Engagement and collaboration with team members doing the job is key. There are so many great ideas out there, and they know the jobs best. There are several wins that are easy to achieve with small changes, such as simply getting stuff off the ground, so members aren’t bending over to pick things up. A lot of improvements can be made with very little capital expenditure. Also, don’t get overwhelmed by the process. Take it day-by-day. There will always be improvement opportunities, so take it one step at a time.”



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