

CASE STUDY

Putting your values to work: Louisiana CAT's journey to safer operations



OUTCOME & RESULTS

- ✓ Doubled JSA coverage to 95%
- ✓ Improved safety data quality and employee engagement
- ✓ Savings in paper and logistics costs by digitizing 250+ daily JSAs
- ✓ TRIR well ahead of US national average

About Louisiana CAT

Louisiana CAT has been proud to represent Caterpillar® for four continuous generations in the state of Louisiana. The company strives to be the leader in the markets they serve by offering superior value and an exceptional customer experience. Founded as a levee contractor in 1928 on the banks of the Mississippi River in Tallulah, Louisiana Tractor and Equipment Company became the first Caterpillar dealer in the state by 1933. The history of the company is one of continuity. From 1928 to the present day operations of Louisiana CAT, they have believed in focusing on the needs of customers and satisfying them completely. Today, the company has locations across Louisiana and the Gulf Coast and continues to focus on the needs of customers in the diverse equipment markets throughout Louisiana as well as the engine markets worldwide. With a highly skilled workforce, Louisiana CAT faces the challenge of meeting the needs of a booming industry.

For Louisiana CAT, safety is a company value, not a business priority. While priorities change, values are intrinsic to the organization. As the statewide dealer of CAT equipment, parts and service, we have a diverse marketplace with demand for nearly every CAT product application requiring our technicians to encounter occupational hazards daily.

Director of Health, Safety, and Environmental Craig Fisher understands the importance of the daily job safety analyses (JSA) in the planning and mitigation of risk to his field teams and has been a strong advocate since he started with the company.

Challenges

Louisiana CAT managed JSAs through a largely paper-based process. This meant that technicians would fill out a piece of paper on site and submit it to their supervisor for review. Shop leads would have to review and scan these documents individually to file in their HSE management platform. While a critical part of the job, JSAs were tedious for both technicians and supervisors. Technicians were becoming more adept at typing rather than writing, so many found them difficult to fill out. The growing volume – 250 JSAs on a typical day – was also a challenge to review, manage, and refer to should the need arise with limited supervisory staff. This resulted in completion rates that were less than ideal – roughly 50% at the shop and 5% in the field.

JSAs, along with safety observation cards, all had to be printed on paper and transported from site to shop in order to get entered into the system, creating significant material, logistics, and labor costs by the time the safety documents reached their final destination.



The company decided to digitize its critical JSA process and address the immediate gaps. While this helped in that specific area, eliminating their dependence on paper, and everything it entailed, it offered limited opportunities for scalability across other areas of the business. Louisiana CAT quickly outgrew the solution as the needs of the business evolved. Workflow automation and platform integration were no longer viewed as future projects in the pipeline, they were immediate needs for the organization.

Salesforce integration, in particular, was a key consideration for their next platform and hence became the reason the company chose TrueContext. The goal was to have visibility and the ability to review JSAs, both in the shops and field, in real time while streamlining and simplifying the process for the employees.

Speak to a product expert

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