

## Ergonomics Success Story Template

Success stories are a valuable addition to our web products. They describe real world interventions that companies have found to be successful. These can have significant value if pertinent information is included. To try to maximize the usefulness of these products they should include the following information.

**Company:** Company Name  
**Industry:** Type of Industry, SIC and NAICS Code  
**Task:** Common Name and descriptive title of the task being performed  
**Employees:** Number of employees at the site and number affected by the change.

**Success Brief:** A brief summation of the problem and how it was addressed. One sentence is usually sufficient.

**The Problem:** Describe the problem and why it needed to be addressed. Describe where the task was encountered, how it was performed, and the specific problem areas associated with the task. Some possible ideas for this section include:

1. Employee complaints were repeatedly received.
2. Increased injuries, complaints in one line or production unit, etc., as compared to other units.
3. Recorded injuries/illnesses, absenteeism, health care utilization, turnover were greater than a) our competitors, b) our other facilities, c) we wanted for our plant.
4. Identification through use of reliable analytical tools such as; Checklists, NIOSH Lifting Equation, Job Strain Index, etc.
5. Production indicators such as slowdown at this task reduced overall production or decreased quality of products, services, etc. suggested that we address this problem.

**The Solution:** Describe how the solution was developed and implemented. Some issues to think about:

1. What was the solution and how did it address the identified problem? Was it an engineering, administrative, or work practice solution - or maybe a combination of these?
2. Who participated in the development?
3. How was the idea for the solution developed, produced, or acquired (purchased from vendor, built in-house, provided by employee, etc.)?
4. How was the solution rolled out?

5. How much did the implementation cost? Was it feasible from an engineering and/or economic perspective?
6. What actions were required to implement the solution?
7. Where there any barriers that had be overcome to achieve this solution? How were they overcome?
8. How long did it take to accomplish?

**The Impact:** Describe the outcome of the solution and how you measured success. Some issues to think about:

1. Did data from pre intervention show the solution reduced complaints, turnover, injury, health care utilization, costs, etc?
2. Did the solution improve satisfaction, production, pleasure, work comfort etc.?
3. Was the solution cost justified and efficient? What was the Return on Investment (ROI) time period? There is no right answer here. It can be as exact as: "We had 2 back injuries that cost \$12,000 and this fix cost \$10,000. We have had no injuries in X years so we judge it to be a success;" or "We spent \$500 and our employees are more satisfied which is of great importance to us."
4. How many people did this solution affect?

**Pictures:** A picture is truly worth a thousand words. Ideally we would like:

1. A picture of the task as originally performed, hopefully with a person in the shot to show the nature of the hazard.
2. A picture of the task as redesigned. Also a person in the task showing how it works will be very useful.