**Sample Ergonomics Program Plan**

The Sample Ergonomics Program Plan is provided for use as an example of the content typically included in a written plan. Your written plan may be different dependent on your particular needs. The sample can be used in its entirety, or you can extract particular components as needed.

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# Mission Statement

The safety and wellbeing of all of our employees is a primary value to our company. The responsibility to achieve this goal is the responsibility of each employee and is demonstrated through consistent and cooperative teamwork. Our comprehensive ergonomics program focuses on improving the quality of work life by identifying and reducing exposure to ergonomics related issues.

# Policies

## Goals and Objectives

Goals and objectives have been established for the ergonomics program.

### Goal 1 - Improve quality of the work life.

#### Objective 1.1 – Improve scores on job satisfaction reports by 10% annually.

#### Objective 1.2 – Increase participation the Health and Wellness Program by 5% annually.

### Goal 2 - Reduce injury and illness incidence and severity rates.

#### Objective 2.1 – Reduce incidence rates by 10% annually.

#### Objective 2.2 – Reduce severity rates by 15% annually.

### Goal 3 – Reduce Worker’s Compensation and medical costs.

#### Objective 3.1 – Reduce WC premiums by 15% in the next year.

#### Objective 3.2 – Reduce the modification rate from 2.1 to 1.7

### Goal 4 - Improve productivity and quality.

#### Objective 4.1 – Increase production by 5% over the next year.

#### Objective 4.2 – Reduce rework by 50% over the next year.

## Scope

This policy is applicable to all present and future sites of the organization and its subsidiaries in the United States and Canada. Each business unit will develop an ergonomics program based on the Corporate Ergonomics Program.

The ergonomics program addresses factors that include traditional physical and psychosocial risk factors (force, repetition, posture, vibration, heat, cold, contact stress, job satisfaction, etc.) within the context of engineering, work practice and administrative control factors.

## Responsibilities

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### Managers

Managers at all organizational levels are responsible for implementing ergonomics-related health and safety policies. To accomplish this, they shall:

1. Coordinate the review of health and safety records to look for Work Related Musculoskeletal Disorders (WMSD's) or WMSD hazards.
2. Ensure that programs are in place to evaluate the workplace for proper ergonomics practices and conditions.
3. Ensure that ergonomics is considered when conducting hazard or risk assessments and root-cause analyses.
4. Maintain a sufficient number of trained ergonomics team members to conduct workstation evaluations.
5. Support corrections to ergonomics problems by ensuring that the proper education and resources are available to supervisors and employees.
6. Act to resolve problems in a timely and cost effective manner.
7. On a regular basis evaluate and document the Ergonomics Program in terms of effectiveness and any changes required.

### Supervisors

Supervisors are responsible for carrying out the ergonomics-related health and safety policies. To accomplish this, they shall:

1. Review health and safety records to look for MSD's (Musculoskeletal Disorders) or MSD hazards.
2. Promptly refer all injured or ill employees to the Medical department.
3. Ensure that employees receive appropriate ergonomics education.
4. Respond to employees’ concerns regarding ergonomics problems.
5. In conjunction with the Ergonomics Team, on a regular basis evaluate the work for proper ergonomics practices and conditions.
6. Apply ergonomics principles when workplace changes are being considered.
7. Conduct workstation evaluations, if qualified to do so.
8. Implement ergonomics recommendations, as necessary, in consultation with other departments as indicated.
9. Send illness and injury reports to the Human Resource department.

### Ergonomics Team

The ergonomics team provides in-house ergonomics consultation. To accomplish this, they shall:

1. Maintain the appropriate skill level to solve simple workstation ergonomics problems.
2. Conduct workstation evaluations in specific work areas, as assigned.
3. Refer complicated workstation evaluations to the appropriate resources.
4. Provide educational material and serve as a work area informational resource person.
5. Refer employees complaining of pain or discomfort to the supervisor or Medical department.

### Employees

Employees are responsible for working in a safe manner making use of ergonomics principles in the workplace. To accomplish these responsibilities, they shall:

1. Perform their duties in safe manner.
2. Promptly report ergonomics problems to their supervisors. Prompt implementation of workplace changes can significantly reduce the potential for severe injuries or illness.
3. Be involved in the ergonomics assessment program.
4. Follow ergonomics recommendations.

### Human Resources

The Human Resources Department shall:

1. Analyze injuries and illnesses records to determine potential ergonomics causes.
2. Coordinate evaluation of individual workstations, as requested by management.
3. Assist supervisors, if necessary, in determining which employees require education and/or alternate work activities.
4. Maintain workstation evaluations and ergonomics records.
5. Provide management oversight of all Workers’ Compensation claims processing, medical treatment/services costs, and other related Workers’ Compensation costs.

### Purchasing

The Purchasing Department shall:

1. In conjunction with the Ergonomics Team and Engineering coordinate the evaluation and advisement of employees and supervisors on the selection of ergonomically sound workstation furniture and equipment, as requested by management.

### Medical

The Medical Department shall:

1. Provide information about ergonomics issues to increase the awareness of employees, supervisors, and managers.
2. Supervise the medical management of cumulative trauma disorder (CTD) and acute strains to the musculoskeletal system.
3. Work with the Ergonomics Team and others in the return to work of injured workers.

### Engineering

The Engineering Department shall:

1. Provide guidance and resources on modifying the workplace to minimize the potential for injuries and illnesses.
2. Assist in providing oversight of engineering aspects of using ergonomics design principles in the design for manufacture and assembly processes.

# Procedures

## Organization and Administration

The Ergonomics Program Coordinator and Ergonomics Team members will oversee the ergonomics program at with management overview and oversight.

## General Requirements

1. Each year, annually analyze injury and illness records to identify the number, frequency, type, location, and cost of CTD cases that have occurred during the past 5 years. Additional, review all screening surveys for ergonomic requirements.
2. Establish and publish appropriate goals for reduction of CTD cases.
3. Conduct screening (qualitative) surveys to identify workstations, or if more appropriate, work procedures and processes where ergonomic hazards can be reduced or eliminated.
4. Determine the need for the assistance of a professional ergonomist to conduct comprehensive, quantitative ergonomic hazard analyses.
5. Conduct comprehensive ergonomic hazard analyses and/or have such studies conducted to review processes and recommend changes to reduced ergonomic stressors.
6. Establish appropriate worker and supervisor training programs on ergonomics and back injury prevention.
7. Implement engineering work practices and/or administrative changes to reduce ergonomic stressors.
8. Coordinate the medical aspects of the ergonomics program with the cognizant medical treatment facility.
9. Discharge bargaining obligations where labor organizations are involved.

## Training

The goal of training is to effect positive change in behavior at all levels of the organization.

All levels of the organization need training.

* Ergonomics Coordinator
* Managers
* Team
* Trainers
* Supervisors
* Workers

## Ergonomics Risk Screen Process

Ergonomics Risk Screen (ERS) is a systematic method of identifying issues which impact on the quality, productivity and safety of work. The Ergonomics Coordinator will coordinate the efforts of the ergonomics team in its investigations, instructions and follow-up. The goal is to bring the basic skills of the ERS to each individual in the organization.

The ERS procedure will typically consist of these steps:

### Step 1: Identify the job/task to be analyzed.

Identification may come about through:

* Awareness of poor performance
* Introduction of a new job
* User complaints
* An injured worker returning to work

### Step 2: Outline the present steps to complete the job/task.

Document the present steps to complete the task. Identify the performance measures and goals. Use a flow chart or checklist or some other approach you have found to work for you. Involve all people who can provide input; absolutely involve the operator/worker.

**Sequence**

* Gain clearance from worker and supervisor.
* Interview lead person.
* Select an average, but experienced operator to observe and interview.
* Compare experienced faster and injury-free workers with those who are inexperienced, fatigued, uncomfortable, or complaining of pain or injury. Determine if there are differences in work technique among these groups of workers
* Document the task.
* If repetitive, note cycle time, capture a minimum of 5 cycles.
* Identify risk factors.
* Sketch work area, if needed.
* Obtain weights and measures as needed.

### Step 3: Compare the present method to the principles and guidelines.

* Compare the present method to the guidelines
* Identify the performance gaps between the actual method and the desired method.
* Document the performance gaps.

### Step 4: Develop the Corrective Action Plan.

Recommend specific interventions. The goal is to accomplish controlled measurable change. Forecast the benefits and develop implementation timeframes. Establish time frames within four ranges:

* Immediate (now to 1 week))
* Short term (1 to 4 weeks)
* Mid-range (1 month to 9 months)
* Long term (9 months and beyond)

### Step 5: Implement the Corrective Action Plan.

Implement the approved changes involving all needed parties.

### Step 6: Evaluate the outcome and make needed changes.

Outcomes evaluation continues the process. On-going measures are compared to the initial performance measures.

* Compare at set intervals (1, 3, 9, and 12-month intervals).
* Determine changes in performance measures
* Detail lessons learned to modify the interventions.
* Reevaluate and repeat the analysis steps.

## Organizational Chart

Insert Organizational Chart

## Ergonomics Team Standard Operating Procedures

### Source

* Surveys (worker)
* Workers/Management
* Safety-Comp Medical
* Safety
* Any other source

### Reason for Referral

* Complaints of discomfort/pain
* Observation of poor ergonomics
* Pre-return to work
* Post injury investigation
* Planning
* Training

### Referral

* All referrals go to the Ergonomics Program Coordinator.
* They can come from any source. All are documented.

### Ergonomics Coordinator obtains permission to perform analysis

* Can be formal or informal - Documented

### Ergonomics Coordinator assigns teams

* Assigns teams by contacting team leader
* May have to prioritize involvement depending on importance.
* Documented

### Team goes to Work

* Informs all involved - management/worker
* Performs and analyzes discomfort surveys
* Establishes baseline
* Provides justification
* Provides guidance
* Helps find all problems/solutions

### Team performs analysis (ERS)

* Work assigned by team leader
* Analysis identifies
* Problems
* Solutions
* Priorities
* Strategies for abatement

### Presentation to management

* By team and Ergonomics Process Coordinator with a scheduled meeting
* Short to-the-point business plan

### Team/Ergonomics Coordinator facilitates and follows solutions

### Team/Ergonomics Coordinator checks on solutions to see if they are working

* Monthly / Quarterly / Annually