

WINFORMA

KEEPING YOU INFORMED



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Special points of interest:

- ⇒ Lean Ergonomics is a powerful addition to quality initiatives.
- ⇒ Average costs for indemnity claims decline.
- ⇒ New safe patient handling guide released by NIOSH
- ⇒ Injury in the USA results in over \$300 billion in lost productivity according to new release by CDC.
- ⇒ Humanscale releases its latest newsletter online.

About WINFORMA: Our newsletter is aptly named WIN-Forma, which means Worksite International Network (WIN) Information. The WIN consists of our trained and mentored consultants, employer and insurance clients, physicians and ergonomic product vendors all working together for the same purpose to prevent and manage work injuries more effectively. You will find a variety of articles to interest all of our members.

LEAN AND MEAN ERGONOMICS (PART II)

The last WINFORMA winter newsletter introduced the concepts of "lean and mean" ergonomics by offering a description of the most commonly used lean principles and comparing them to the ergonomics process. This included such activities as value stream mapping, five S, metrics, accountability, Kaizen and cross training. To further refine the concepts that help to improve quality, reduce costs and improve speed at work, the model is further developed in this article by integrating the concepts of Six Sigma and quality.

Lean Ergonomics is the application of Lean, Six Sigma and quality process improvement methods to the ergonomics process that results in the reduction of ergonomic risk factors and the improvement of work processes that ultimately impact employee productivity, health and safety at the same time saving companies' money.

Six Sigma is a quality driven problem solving approach based on the principles of DMAIC (duh-may-ick), which stands for Define-Measure-Analyze-Improve-Control. The DMAIC process is very effective because it forces teams who practice Six Sigma and lean

to focus on using data to confirm the nature and extent of the problem, identify the true cause of a problem, find solutions that evidence shows are linked to the causes and establish procedures for maintaining solutions when the project is done.

When it comes to Lean Ergonomics, the DMAIC approach can play a significant role in driving successful outcomes by first **defining** the process or problem by reviewing existing data and mapping out the process or problem using tools like the value stream map. The next step is to **measure** what is occurring by observing the process or problem task, ask questions, measure time on task and look for waste such as excessive movement patterns and lost time during task performance, etc. The **analyze** phase is used to evaluate the information collected in measure to confirm the sources of delays, waste and poor quality. When analyzing, the goal is to look for patterns and wasted time so that the process can be improved which is the next step in the problem solving approach. The sole purpose of **improve** is to make changes in a process that will eliminate the defects, waste, cost, etc. that were linked to the problem identified in the define process. **Control**, the last phase is designed to make sure that the improvements made will last.

Continued on page 2.

CALIFORNIA WORKERS' COMPENSATION UPDATE

The Commission on Health, Safety and Workers' Compensation recently released its 11th annual report on the state of California's workers' compensation system. With new reforms including SB899 passed by the legislature and approved by the Governor, several of CHSWC's recommendations became law effective January 1, 2004. A portion of the report contains an analysis of the impact of the new reform legislation on the workers' compensation system and new mandates for CHSWC as well as other activities during 2005. The report details the average claim costs for California. Although since 1993, the overall medical costs have been increasing more quickly than other workers' compensation costs and medical inflation, the average medical cost of an indemnity claim has leveled off and has started to decline slightly since 2002.

For a copy of the full report to get all the details, visit www.dir.ca.gov/chswc or email chswc@dir.ca.gov.

Year	Estimated Total Loss Per Indemnity Claim as of 6/30/05
2000	\$43,907.00
2001	\$48,260.00
2002	\$49,717.00
2003	\$47,729.00
2004	\$45,557.00

CALENDAR OF EVENTS

July 9-14, 2006

International Ergonomics Association Maastricht, Nederland Alison presents her white paper regarding cost benefit analysis.

Visit www.worksiteinternational.com for a full copy.www.IEA2006.org

July 28-29, 2006

QRI Course and Exam—Reno, NV www.oxfordresearch.org (Also August 2006 in Phoenix, AZ)

August 3-4, 2006

Ergonomics in Workstation and Facility Design COEH—Oakland, CA www.coehce.org 510-643-7277

September 25-28, 2006

Ergonomics and Human Factors: Strategic Solutions For Workplace Safety and Health—Boston, MA www.hsph.harvard.edu 617-384-8692

October 16-20, 2006

Human Factors and Ergonomics Society

“According to the Facility Management Association, middle managers occupy about 126 sq. ft. in the workplace while clerical staff occupy about 66 sq.ft.”

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LEAN AND MEAN ERGONOMICS (CONTINUED FROM PAGE 1)

The best successes come when employees are trained on how to benefit from the improvement and what management expects of them.

Ergonomics is integral to the lean six sigma process because by sheer definition, ergonomics is the study of work and the relationship between the human in the work place. Ergonomics seeks to improve the working condition and as such is inherent in the process improvement approach of Lean, Six Sigma and quality initiatives.

An example of Lean Ergonomics can be taken from a common process problem that plague many employers, the purchase of ergonomic furniture and accessories. Many employers do not have a clearly defined purchase program that is based on quality, timely delivery of products, and minimal waste and errors.

Applying the concept of Lean Ergonomics to this common process can result in better product selection, on time delivery, improved product quality and end user satisfaction.

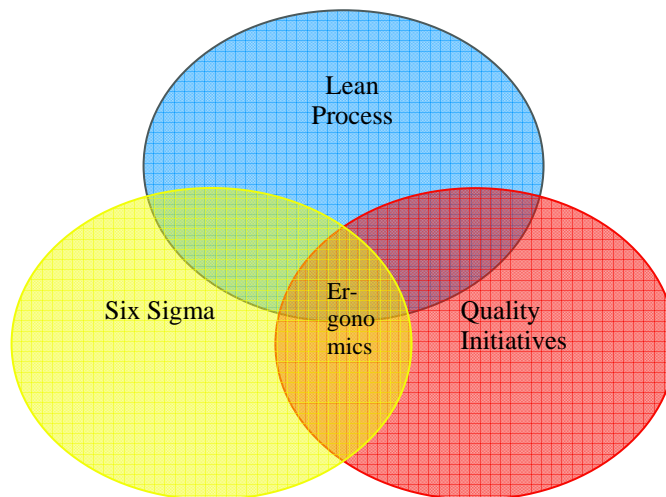
In a recent article from Humanscale’s new online newsletter, “Design at Work”, GE Energy Business led an initiative to establish a distribution network designed to support the day to day ergonomic needs of over 500 facilities worldwide. The program focused on using lean six sigma and quality concepts (DMAIC) to achieve the following:

1. Product quality consistency
2. Purchase agreements in country specific currency
3. Regional distribution points
4. Consistency in appearance and function of furniture and accessories
5. Customer service
6. Documenting best practices

The program, while in its early stages, seeks to improve the quality of work life for employees and reduce the number of musculoskeletal disorders and the associated costs of injuries and is already exceeding expectations for the company.

With this in mind, Lean Ergonomics is an excellent addition to a company’s pursuit of efficiency in its business processes. The combination of Lean, Six Sigma, Quality and Ergonomics is an effective tool box for employers eager to reduce waste, minimize costs and improve quality for not only their customers but their employees as well.

References:
George, Mike, Rowlands, Dave, Kastle, Bill, “What is Lean Six Sigma?”, McGraw Hill, 2004. Humanscale Publication, “Design at Work”, Issue 1, Volume 1, www.humanscale.com/designatwork.com



The common bond between Lean Processing, Six Sigma, and Quality Initiatives is the Ergonomics Process.

ERGONOMICS RESOURCES

- **Macintosh Resources:**

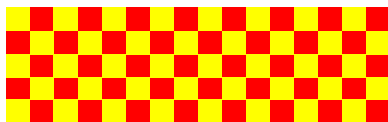
If you are an Apple/Macintosh computer user, it is often difficult to get the ergonomic tools you need. Check out www.powermax.com for equipment and service related to Mac computers. Ergonomic product manufacturers are addressing the needs of Mac users by enhancing their own product lines. Visit www.keyovation.com and www.kensington.com for more details.

- **Safe Lifting and Movement of Nursing Home Residents:**

NIOSH has issued a new guide, "Safe Lifting and Movement of Nursing Home Residents", DHHS (NIOSH) Publication No. 2006-117, highlighting the benefits of a safe resident lifting program. Intended for nursing home owners, administrators, nurse managers, safety and health professionals and workers who are interested in establishing this program, the guide also presents a business case for investment in lifting equipment and training. Research conducted by NIOSH, the Veterans Health Administration and the University of Wisconsin-Milwaukee has shown that safe resident lifting programs incorporating mechanical lifting equipment can protect workers from injury, reduce workers' compensation costs, and improve the quality of care delivered to residents. The guide can be accessed at <http://www.cdc.gov/niosh/docs/2006-117>.

- **CDC Injury Center Releases Economic Burden of Injuries**

The Centers for Disease Control and Prevention (CDC) has released "The Incidence and Economic Burden of Injuries in the United States", which includes findings that the 50 million injuries that required medical treatment for 2000 will ultimately cost \$406 billion. These total lifetime costs include estimates of \$80.2 billion in medical care costs and \$326 billion in productivity losses. The book examines these medical expenses and productivity losses by gender, age, mechanism of injury, body region and body part injured, and severity. To purchase this book, visit <http://www.cdc.gov/injury>.



INTERNATIONAL ERGONOMICS ASSOCIATION: **PREVENTIVE ERGONOMIC STRATEGIES DEMONSTRATE SUBSTANTIAL COST BENEFIT FOR SMALL TO MID SIZE EMPLOYERS**

Alison Heller Ono submitted her outcomes data recently for acceptance at the 16th World Conference of the International Ergonomics Association to be held in Maastricht, Netherlands this July 2006. Below is the abstract of the paper Alison will present. The entire paper can be found at www.worksiteinternational.com/resources/downloadables.

ABSTRACT:

Historically, employers base business decisions on the financial profile of their company. When the company is on hard times, investments in improving the quality of the business are often put on hold. Ergonomics is a business strategy that falls into the optional investment category, even if it is something that needs to be done as an intervention to reduce work-related musculoskeletal disorders (WMSDs) and stem rising workers' compensation costs and other related losses. In the USA, employers pay a premium for workers' compensation insurance but only if they are self-insured, do they truly pay the direct cost for injuries. As a result, work-injuries are perceived as a cost of doing business as there is often no line item budget to demonstrate the true cost required to pay for medical and lost time expenses. Employers that look beyond the financial profile of their company to understand the value of investing in the human asset will recognize and invest in preventing work injuries using ergonomic strategies. *Continued pg 4.*

ERGONOMIC PRODUCT SHOWROOM



HUMANSCALE recently released a newsletter designed for online viewing entitled, "Design at Work" edited by Dan Cannon. Dan used to edit the magazine, "Ergonomics Solutions", but has moved on to produce an exceptional publication for this organization that seems to continually work on

improving its products and services to employers, designers, Ergonomists and end users. The publication offers readers a number of different articles and features to promote thought and discussion. The most recent issues has an in depth discussion of office lighting, an article regarding GE Energy's use of Lean Ergonomics processing as featured in our cover story, Lifecycle Ergonomics and exceptional lighting design by Niels Diffrient. You can find the newsletter at www.humanscale.com/ergoinfo.

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The WINning Corner: An Update for WI Network Members

Happy Summer WIN members!

This year has flown by so far and has gained significant momentum for us at Worksite International. We have had to do some serious reflection regarding the roll out of our 2006 workshop, "Ergonomic Worksite Analysis: Theory and Practice for Growth and Profitability". After much thought and review of past financial reports, we have decided to discontinue the workshop for 2006. The WIN mentorship program and network will continue to be promoted and supported provide members continue to show their interest and support for this unique program. To date, at least 10% of members have completed the

IEA PRESENTATION CONTINUED:

This paper demonstrates how small to mid-size companies choose to invest in preventing work injuries through ergonomic strategies. The financial implications of a variety of ergonomic interventions are discussed. Methods include using an ergonomics task force for in-house expertise, using an outside consultant to conduct ergonomic analysis for early symptom management, training employees and purchasing ergonomic products and accessories to invest in facility assets. A financial model is used to show the cost benefit these companies have experienced. Results show an ROI of \$10.00 to \$34.00 for every dollar invested in the selected ergonomics strategies relative to workers' compensation claims prevented.

mentorship program of training and analysis using the Worksite International CDROM system of tools. One long standing member plans to pursue her certification with the Oxford Research Institute (ORI) as a Certified Ergonomics Associate (CEA) this summer. The ORI is offering two courses this summer for those interested in pursuing certification as a CAE or CIE. They will be held in Reno, Nevada and Phoenix, Arizona. Visit www.OxfordResearch.org for more information on these courses.

In the meantime, I hope that you will take advantage of the remainder of the year to send me your office ergonomic evaluation reports for review and assistance. It is through mentorship support that you gain an advantage in writing an excellent technical report. Furthermore, if your business is not generating the results you hoped in expanding your ergonomics service line, please give me a call to brainstorm with you on new approaches and ideas. I have found great value in staying up to date on the business marketplace by reading the San Jose Business Journal and Business Week magazine lately. These publications provide exceptional value and information for business owners keeping you abreast of trends and changes in the marketplace. Pick up a copy in your community to assist you with business growth.