
Bang for the Buck

Keys to Building a Strong Office
Ergonomics Program on a Tight Budget




If I had a million dollars...

I'd be Rich!



Keys to Success




- Change the Culture
- Find A Great Vendor Partner
- Use Smart Priced Solutions
- Provide Fantastic Customer Service
- Educate and Empower Employees
- Sell the Savings

Fast Facts About FairPoint



- Founded in 1991
- 7th Largest Phone Company in the US
- Approximately 4100 Employees
- Operate in 18 States (large concentration in NNE)
- Approximately 2500 “office” employees including 1000 call center employees
- Union operation

Our Existing Ergo Program



- Required a Doctor's note
- Used outside consultants for evals (long waits)
- Solution was a shopping list
- Limited training
- Ergo Voodoo!
- No RTW
- Tired equipment

As a result...



- High rate of absenteeism
- Long Term Work Comp / STD claims
- Poor employee / manager relationship
- Perception that “the company doesn’t care”
- Homemade solutions

Change the Culture



Change the Culture



- Treat people like people not like a problem
- Bring the ergo work in house
- Be approachable & real (no Dr's note required!)
- Make ergonomics easy
- Treat spending like it's our own (treat their desks like our desks)
- Provide a customized solution
- Empower the user

Our Desks



Find A Great Vendor Partner

You have Herman Miller

I have Ernie Miller



Find A Great Vendor Partner



- Find a partner that shares your vision
- Find a partner that will jump into a dumpster for you!
- Find a partner that has new school technology and an old school work ethic
- Find a partner that will e-mail you solutions at ungodly hours of the night
- Find a partner that will leverage supplier relations for you

CATALOG

» All Products

» Seating

» Executive

» Task - Mid Back

» Ergonomic Accessories

» Articulating Keyboard

» Mechanisms & Platforms

» Corner Sleeves

» Footrests

» Glare/Privacy Filters

» Keyboards and Mice

» Monitor Arms

» Other

» Task Lights

» Wrist Pads, Mouse Pads &

» Forearm Supports

OPTIONS

» Order History

» Register a Client

» Logout

CLIENT AREA

Welcome back, **Barney Boynton**

Here are all of your product recommendations from Jaymil:



CUSTOMIZE



Fairpoint Task Chair with Seat Slider

The Jaymil mid back chair is a great all purpose chair and is highly recommended. Ergonomically and structurally designed for the demanding needs of today's work environment. Equipped with a 2-paddle (P Mech) posture back mechanism. P Mech = Swivels 360 degrees, gas cylinder seat height adjustment, infinite back angle adjustment, back height adjustment. Seat size - 20"W X 18"D Back - 18"W X 20.5"H. **ADD BALLISTIC NYLON BACK.

Base Price: \$243.75

RECOMMENDED OPTIONS

Click an option to view/hide choices

» Cylinder Size

» Caster Type

» Miscellaneous Options

» Fabric Options

» Arm Type



CUSTOMIZE



Fairpoint Executive Chair

This Jaymil mid back chair is perfect for any application, an all inclusive control that has it all at a value price. Ergonomically and structurally designed for the demanding needs of today's work environment. Equipped with a 3-paddle (VP Mech) value plus mechanism. VP Mech=Swivels 360 Degrees, gas cylinder seat height adjustment, seat and back tilt as unit, free floats in unlocked position, infinite position tilt lock, tilt tension control, internal ratchet back height adjustment, infinite back angle adjustment, front activated sliding seat pan. Seat size - 20"W X 18"D Back - 18"W X 20.5"H. **ADD BALLISTIC NYLON BACK

Base Price: \$329.50

RECOMMENDED OPTIONS

Click an option to view/hide choices

» Cylinder Size

» Caster Type

» Miscellaneous Options

» Fabric Options

» Arm Type



CONTOUR DESIGN:ROLLERMOUSE FREE

Contour Design Roller Mouse PRO FREE Color: Black (Freight Included) *NOTE:The

Smart Priced Solutions

Good chairs aren't cheap...

And cheap chairs aren't good



Use Smart Priced Solutions



- Create a list of criteria of what you need, not what you want
- Invite manufacturers in for presentations
- Set up an equipment user group and get feedback
- Limit your catalog (for a bunch of reasons)
- Geek out on your product selection

Product Selection Criteria



- Product must be easy to use
- Product must be able to accommodate a wide range of users
- Product must be durable to withstand a call center environment
- Product should be compatible with existing plant
- Product must have a strong warranty
- Product must be affordable

The FairPoint Product Suite



- Buzz Seating
- Human Scale
 - Keyboard Systems
 - Monitor Arms
 - Task Lights
- Evoluent Vertical Mouse
- Contour Design Roller Mouse family
- Naturalux Filters by Inspired Concepts
- 3M inline document holders

All items are listed on our custom Client Page
on the Jaymil website

Fantastic Customer Service

Her doctors said she needed a new chair
So I bought her a keyboard tray



Fantastic Customer Service



- Make ergo evaluations a priority
- Listen to your customer
- Educate the customer
- Get their input
- Base solutions on needs not wants
- Build the solution from the ground up using what you already have
- Actively Care

Educate and Empower Employees

Ohhhh...

I always wondered what that lever did



Educate & Empower


- Train, Train, Train and Train Some More
- Remove Ergo Voodoo
- Create Ownership / make sure they understand the tools they have
- Teach the Neutral Posture
- Change Workstyles and Lifestyles
- Make learning fun
- Let people know how to contact you

Selling the Savings

The Littleton, NH- Bag of Tools - Case Study



The Bag of Tools Case Study




- What happens to injuries, comfort and productivity when office employees are given a suite of ergonomic office tools
- The FairPoint outside plant safety tools vs inside plant safety tools

Location: Littleton, NH



- “Build out” of a new location to support a small team of people hired to address billing quality issues
 - 100% computer screen time
 - “Side by side” visual comparison of 8.5 x 11 scanned documents
 - Continuous Mouse / Copy / Paste

Existing Workspace



- 116' x 19' Work Space w/ 36 fluorescent light banks and 12 large windows
- White walls, off white cubes with off white furniture
- \$25 Surplus Conference Room Seating
- No keyboard trays
- Single 19" monitor on fixed base.





Symptoms

- Individual interviews with 8 employees (subject group)
 - Pain areas
 - Neck
 - Shoulder
 - Right Wrist
 - Back
 - Dry / Tired / Bloodshot Eyes
 - Frequent breaks away from desk
 - 3 out of the 8 were treating but had not filed work comp claims

Bag of Tools Case Study



- Partnered with Jaymil, Humanscale, Buzz Seating, Contour Design and Inspired Concepts to create a suite of smart office tools
 - Buzz Task Chairs
 - Humanscale Monitor Arm & Keyboard Systems and Task Lights
 - Contour Design Rollermouse Free
 - Inspired Concepts's Naturalux lighting filters for the fluorescent lights
 - 22 inch Acer High Def Monitors
- Total cost per user: less than \$1400

Big Monitor vs Dual Monitor

Dual Monitor

- (2) 19" LCD Monitors
- Dual Monitor Arm
- Dual Monitor Video Card

Big Monitor

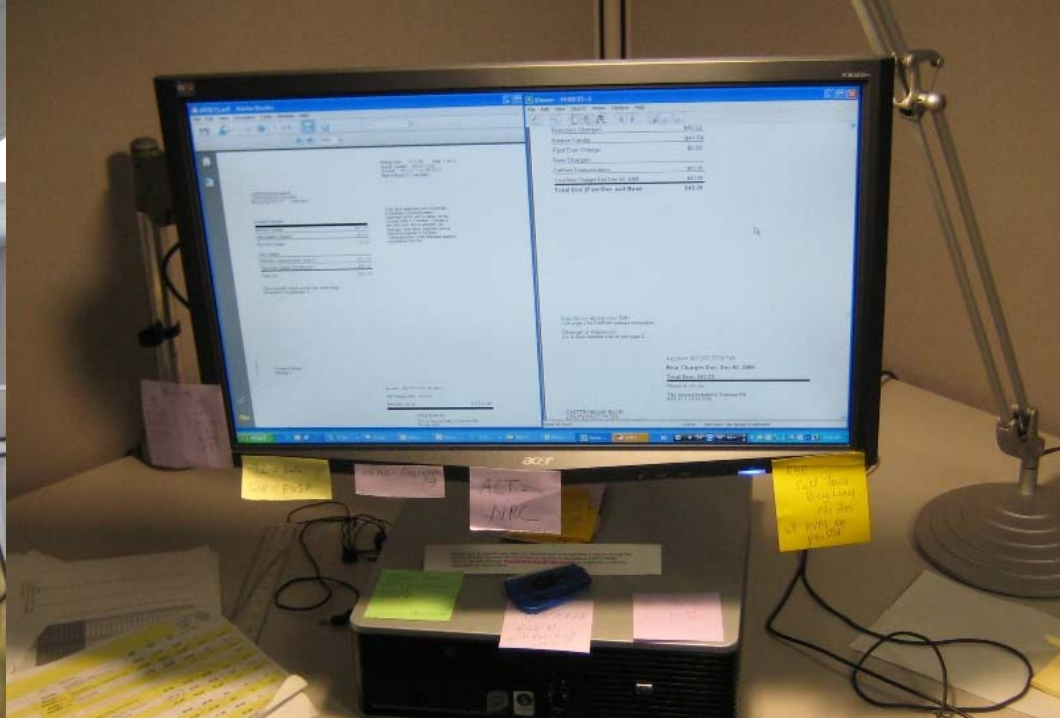
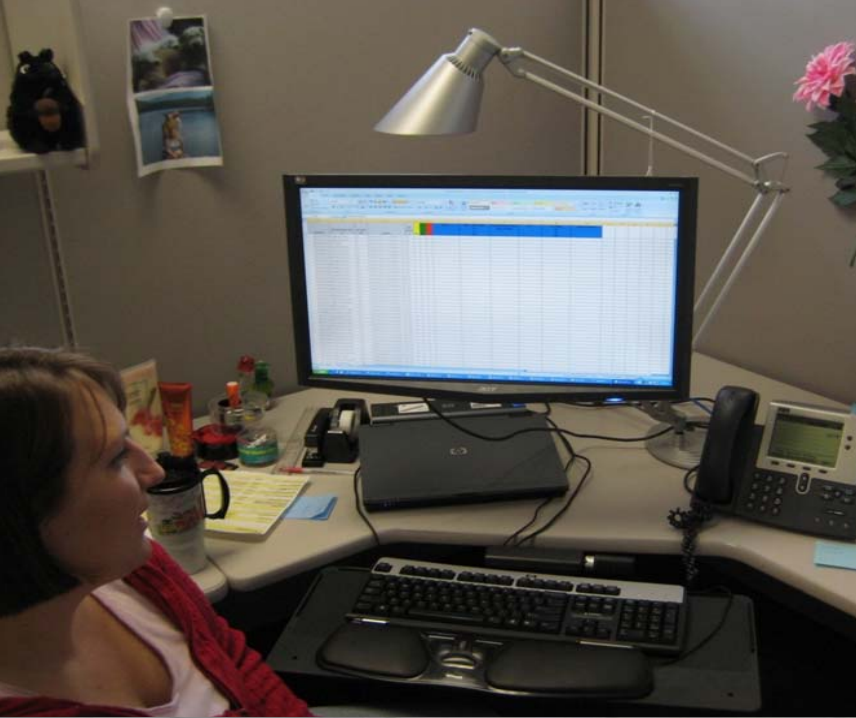
- 22" LCD Monitor
- Single Monitor Arm

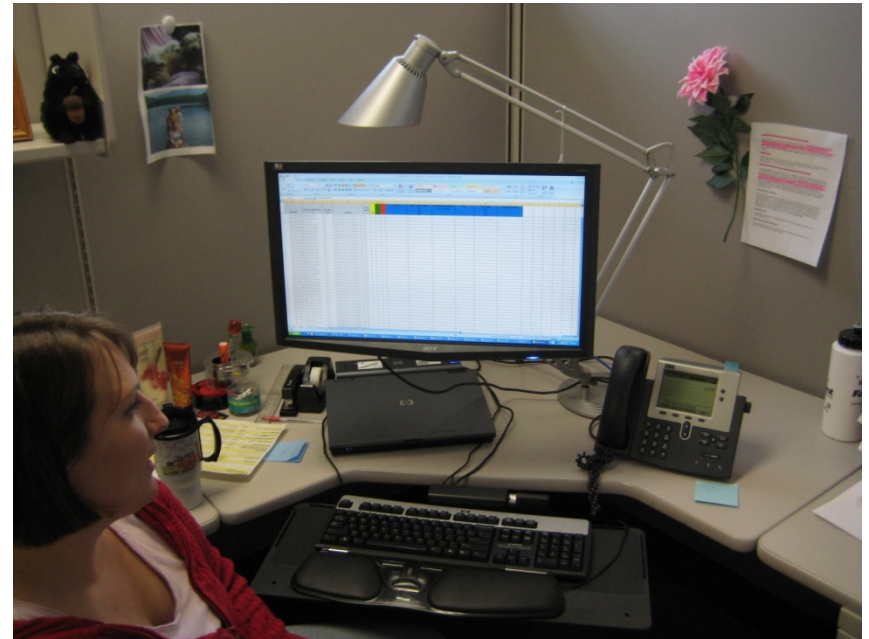
Cost Savings for using a Big Monitor Setup: \$325

Implementation



- All equipment installed on a Friday (7/18/09)
- Provided group training
- Provided one on one equipment orientation
- Introduced a Stretching Program
- Requested that a weekly “comfort survey” be completed





Initial Reaction



- “With the light filters, it feels like a great exhale”
- “This monitor’s so big, I feel really important”
- “How do I adjust this again?”

Results Through 3 Months



Production Pre Install

- Measurement: Cycles
- # of Employees: 7
- Cycles Per Day: 3
- Cycles Per Week: 15

Production Post Install

- Measurement: Cycles
- # of Employees: 4
- Cycles Per Day: 4
- Cycles Per Week: 20

After the initial learning curve, the bill quality review process requires 3 less people while increasing production on a per day and per week basis.

The review process itself has also increased in the level of difficulty requiring more time per review.

Comfort Survey



- Reduction and elimination of pain points
- 2 out the 3 employees are not longer treating

“The new ergonomics equipment has made a world of difference. I was experiencing severe eye fatigue, headaches, and diminished vision in my right eye. I was having serious problems with my lower body. I had sleepless nights from aching thighs. My feet would swell almost everyday and I resorted to propping them up on a box under my desk. I have none of these problems now. I still stretch everyday because I enjoy it. I can't say enough about the positive and beneficial aspects of this ergonomics equipment.”

Take Aways



- Pump up your ergo program with fantastic customer service. Actively Caring is Free!
- Find vendors that share your vision
- Geek Out and find products that fit your needs and wallet
- Train your folks to become their own ergo experts
- Build your own case study that you can sell to management and the employees