

CAL/VPP Workshop

Ergonomics – Reactive to Proactive

July 10, 2024

Presented by: Kristine Dungo, CSP



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#2883 456

Presenter Bio

- Certified Safety Professional
- Applied Ergonomics Society – Board of Directors
- Professional background in customer and frontline engagement, program implementation and sustainability, safety, ergonomics, and waste management
- Mentored and supported 4 Cintas locations on Cal/VPP certification and/or recertification over the last 7 years
- Engaged Cintas Location Teams to compete as Finalists at the Applied Ergonomics Conference Ergo Cup over the last 3 years
- Current focus on Ergonomics Program and Policy Structure, Training, and Front-line Ergo Engagement Events/Activities

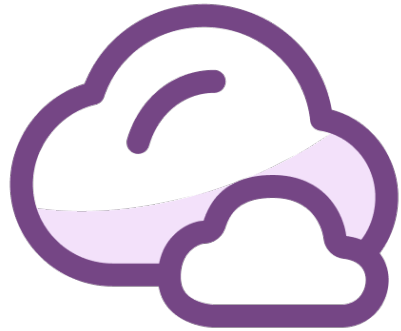


Kristine Dungo, CSP
Cintas Corporation
Corporate Ergonomics Coordinator

ERGONOMICS

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When do companies typically start thinking about an ergonomics program?

① Start presenting to display the poll results on this slide.

Reactive Events



'OUCH' –
MSD Injury



What USUALLY
happens next?



RCA – Root
Cause
Analysis



Cal/OSHA Visit



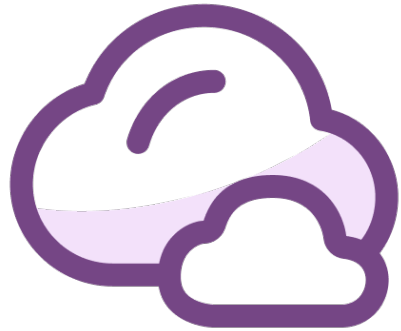
California Ergonomics
Standard, §5110

IIPP, §3203



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What is a common root cause for an MSD Injury Event?

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Setting: Warehouse with Pallet Racking

Scenario: Worker uses a ladder to get product from second level of the pallet racking. Workers regularly access this product as it is in high demand. As a worker proceeds to climb the ladder, they must lean and twist their body slightly to get the box of product. The box of product weight 20lbs. As the worker grabs the box, they felt a pull in their back. After safely getting down the ladder, the worker feels more intense pain and reports the issue to their supervisor.

Facts:

- Injured employee was hired 6 months ago, no record of ergonomics training
- Company does have ergo training required for employees to take for new hires and annually
- Several injuries within the last 3 years occurred in the same area but affected different body parts
- Forklift inoperable for a period of time after the product was delivered and placed on the second level – never fixed

Interviews:

- “Always done this way”
- “I was trained to place the product on the second level of the pallet racking”
- “The box is only 20lbs and below the company policy weight limit”
- “All new employees take the ergo training and should know not to twist their body when reaching for product”
- “The bottom storage has a lot of junk. I suggested to move the product to the floor level, but there is low staffing and don’t have time to clean out the bottom space”
- “I suggested to use the forklift to bring the product down, but they told me the forklift is broken ever since that product was delivered.”

Results from the MSD Injury RCA Exercise

Broken equipment -
Forklift

No training -
Ergonomics

Preventative Maintenance
Program - Equipment

Location of high
turnover products

Job Hazard Analysis/Risk
Assessment

Improper use of
ladder/equipment

New Hire Training
Process

CAL/VPP Elements - Weaknesses

Self-Inspection

Training

Management
Commitment

Accident
Investigations

Title 8 5110

Hazard
Prevention

Hazard Control

Job
Safety/Worksite
Analysis

Preventative
Maintenance

Employee Notification and
Involvement

Action Items from RCA Exercise

Ergo/Hazard
Identification Training—
New Hires and All
Employees

Management
Commitment and
Accountability

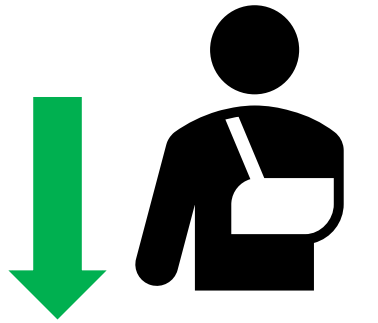
Review previous MSD
accident RCA – Corrective
Actions

Effective Preventative
Maintenance Program

Review Policies
and Procedures

Workspace Evaluation/Self-
Inspection

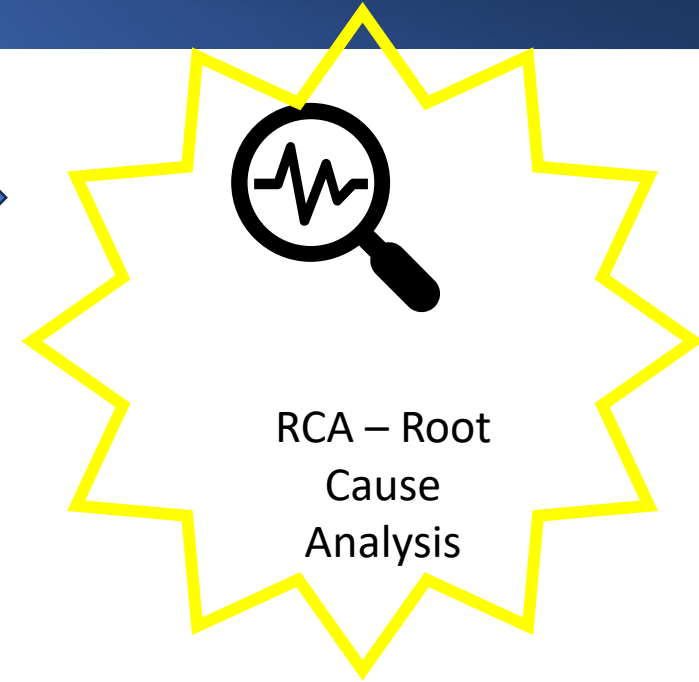
Reactive to Proactive



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Standard, §5110
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California Ergonomics Standard, §5110

(b) Program designated to minimize RMIs. Every employer subject to this section shall establish and implement a program designed to minimize RMIs. The program shall include a worksite evaluation, control of exposures which have caused RMIs and training of employees.

(1) Worksite evaluation. Each job, process, or operation of identical work activity covered by this section or a representative number of such jobs, processes, or operations of identical work activities shall be evaluated for exposures which have caused RMIs.

(2) Control of exposures which have caused RMIs. Any exposures that caused RMIs shall, in a timely manner, be corrected or if not capable of being corrected have the exposures minimized to the extent feasible. The employer shall consider engineering controls, such as work station redesign, adjustable fixtures or tool redesign, and administrative controls, such as job rotation, work pacing or work breaks.

(3) Training. Employees shall be provided training that includes an explanation of:

(A) The employer's program;

(B) The exposures which have been associated with RMIs;

(C) The symptoms and consequences of injuries caused by repetitive motion;

(D) The importance of reporting symptoms and injuries to the employer; and

(E) Methods used by the employer to minimize RMIs.

Proactive Ergonomics

Where to
start...



Job safety Analysis includes observations and evaluation of Ergonomic Risk Factors



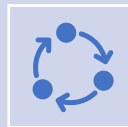
Business Case



Identify and measure your leading indicators – Track!



Front-line employee involvement and engagement



Sustainable Solution Implementation and improvement

Business Case

- Return on Investment
 - Productivity Indicators/Production Metrics
 - Quality of products and services
 - Turnover Rates
-

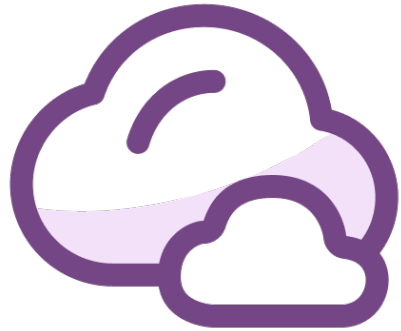
[Free Ergonomics ROI Calculator \(tumeke.io\)](https://tumeke.io)

[Program ROI – VelocityEHS](#)

[Puget Sound Human Factors and Ergonomics Society - Cost Calculator \(pshfes.org\)](https://pshfes.org)

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How does your company involve and engage the Front-Line employees in Ergonomics?

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Front-Line Involvement and Engagement

Hands on
Demonstrations

Department
Ergonomics Solution
Competition

Ergo Team/Ergo
Department Lead

MSD Injury
Prevention Lunch
and Learn

Front-Line involvement in
process and program
changes/solution
development

Sustainable Solution Implementation and Improvement

Management Commitment + Front-line Engagement and Involvement + Management Follow-up

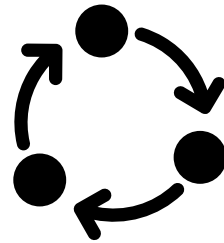
Keep Track, Review and...

Don't forget to celebrate the wins with
the Front-Line

Key Takeaways



RCA – Root Cause
Analysis



Incorporate Ergonomics in
Process and Organizational
goals and Objectives



Team Work

Management Commitment
Front-Line Involvement &
Engagement

Thank you!

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