

*This template should be used to document the results of an internal self-assessment. If a field is not applicable, just enter N/A.*

<b><u>Assessment information</u></b>		
<b>Start date:</b>	<b>End date:</b>	<b>Organization:</b>
1-6-15	7-22-15	ESH&Q

<b><u>Assessment Team</u></b>		
<b>Name:</b>	<b>Fermi ID#:</b>	<b>Title:</b>
Tom Gibbs	15126N	Construction Safety Officer

<b><u>Participants</u></b>		
<b>Name:</b>	<b>Fermi ID#:</b>	<b>Title:</b>
Reider Hahn	07769N	VMS Team Leader
Cindy Arnold	09958N	Media Services Designer

## Report

### **Scope:**

A goal for Senior Safety Officers (SSO's) in 2015 is to perform an assessment of a Material Handling issue in their Divisions/Sections or Centers. Visual Media Services (VMS) creates books and pamphlets for internal customers at Fermilab. Employees from various Divisions/Sections and Centers pick up their orders from the finished products area in the Duplicating room. The handling of boxes of books, pamphlets and paper as it affects VMS employees and their customers was assessed.

### **Criteria/Requirements:**

The pickup area in VMS is configured in such a way that customers must lift heavy boxes from a bottom shelf approximately eight inches off of the floor. This places the body in an awkward position and creates an ergonomic issue which led to an injury to a customer. Boxes filled with copier paper are difficult for VMS staff to move.

### **Interviews:**

Reider Hahn  
Cindy Arnold

### **Documents Reviewed:**

There is no written procedure for picking up orders from the VMS area or handling of heavy objects.

### **Report:**

A VMS customer was injured earlier this year when she picked up a copier paper sized box filled with printed materials. The box was located on the bottom shelf in the customer pick up area (see photo 1). When she lifted the box, she turned and injured her knee. Her SSO (Tom Gibbs) reminded her to use correct ergonomics when lifting, and noted the awkward body position created when lifting boxes of this size and weight from a shelf approximately eight inches off of the floor.



Photo 1

The SSO (Tom Gibbs) met with the VMS Team Leader (Reider Hahn) who informed him that a work order had been put in to reconfigure the shelf to make it easier for their customers to pick up heavy boxes. The area was reviewed and it was recommended that a waist high shelf be installed to keep the materials in the most ergonomic position. The area was revisited by the SSO (Tom Gibbs) after the installation of the new shelves. A test box of paper was used by the Media Services Advisor (Cindy Arnold) to evaluate the new configuration and it was found to keep the box at waist height, greatly reducing the chance of injury (see photo 2). Orders will now be placed on this shelf as they await pick up.



Photo 2

The VMS staff also identified potential ergonomic issues in their work areas and took the initiative to correct them. They purchased a portable cart to transport heavy boxes of paper rather than manually carrying them (see photo 3).



Photo 3

Also identified as a potential ergonomic issue was the placement of boxes of paper on a rack of shelves. Handling such boxes could cause injury due to the high density of the paper and heavy weight of the boxes. Some paper companies do not use the half size boxes found in much of the industry, but instead still use the full size boxes to ship their reams of paper. Some of the densest paper used in VMS is shipped in the full size boxes. The shelves were reconfigured to allow maximum storage of individual reams of paper (see photo 4).



Photo 4

The full boxes of paper are now moved from a waist-high table to the top portion of the portable cart (photo 5) and wheeled to the new shelf racks where the individual reams of paper are removed from the boxes and placed on the shelves (photo 6).



Photo 5



Photo 6

Handling individual reams of paper greatly reduces the chance of an injury due to the handling of heavy objects.



**Opportunities for Improvement:**

VMS staff took the initiative and identified three OFI's:

1. The pickup area shelf needing to be reconfigured after the knee injury occurred.
2. The need for a cart to transport heavy boxes.
3. The need to reconfigure the paper storage shelf to accommodate individual reams of paper.

**Best Practices Observed:**

The use of the cart to transport heavy boxes and the handling of individual reams of paper to reduce the chance of injury due to handling a heavy object.

**Lessons Learned:**

The injury caused the VMS staff to assess the configuration of the pick-up area, and after consulting with the assessor, redesigned the shelves to place materials in a more ergonomic position.

**Findings**

*Space is provided below for findings; findings that will be entered and followed through to completion in iTrack. Findings should be limited to **substantive issues** that are clearly worthy of being addressed. They should be worded as “**statements of fact**” rather than instructions and should define a clear endpoint to be addressed. Observations, recommendations, suggestions, noteworthy practices, best management practices, and lessons learned that are clearly not “findings” should be included in the Report section above.*

<b>Date:</b>	<b>Location:</b>	<b>Title:</b>	<b>Description:</b>
No findings			