

Case Study 2

Workplace Layout: Control Room

Issue: Control room operators are required to monitor and respond to data from multiple screens; additionally, they are required to respond to telephone calls (up to 200 calls/day).

Task Analysis

The management and staff were consulted and their main issues noted.

Issues and observations included:

- Training time is 12 months
- 2 shift operation: AM (07.00-19.00) and PM (19.00-07.00); 7 days on, 7 days off
- 4 personnel employed in area
- No telephone headsets
- Operators reporting neck and shoulder discomfort
- Operators reporting general fatigue



Model Recommendations

The proposed solutions included:

1. Undertake detailed risk assessment of job: organisational factors – work loads, working patterns, provision of breaks, training, etc as well as workstation layout, cognitive demands and individual factors (e.g. musculoskeletal screening)
2. Undertake review of processes involved at control desk – detailed task analysis
3. Use task analysis to determine most common tasks, movements, actions, decisions, etc and redesign layout appropriately
4. Outline the key requirements for work desk– work surface should allow comfortable position for arms and wrists; matt finish; storage; etc.
5. Train additional staff
6. Investigate alternate roster arrangements
7. Install telephone headsets (trial variety with users)