Ergonomics and Manual Handling

– Ergonomics

Keyboard workstation assessment checklist >

The checklist is provided to assist in the assessment of keyboard workstations of people reporting discomfort at work. The checklist can be used as a guide by supervisors and occupational health and safety personnel and will assist in the identification of problems associated with individual workstations. The problems identified through the checklist should be brought to the attention of management so that appropriate action can be taken.

Keyboard user: _____

Assessor: _____

Problem identified:

_____

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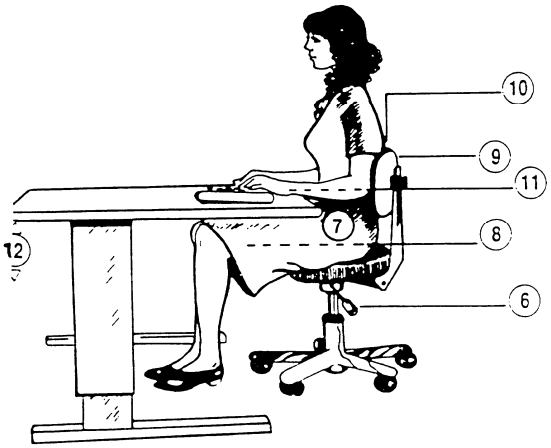
Work organisation

	Yes	No
1. Does the user have a variety of tasks?	❑	❑
If YES, does the user have some control over the order in which they are done?	❑	❑
2. Is care taken to avoid placing the user under pressure to meet demanding work targets or deadlines?	❑	❑
3. Has there been a consistency in workload recently? *(This is preferable to sudden increases in workload or working overtime.)*	❑	❑
4. If the user is a new staff member, or has recently returned from leave, did he/she have a period to adjust to the workload?	❑	❑
5. Have work pauses been taken as appropriate?	❑	❑

Workstation adjustment



Chair

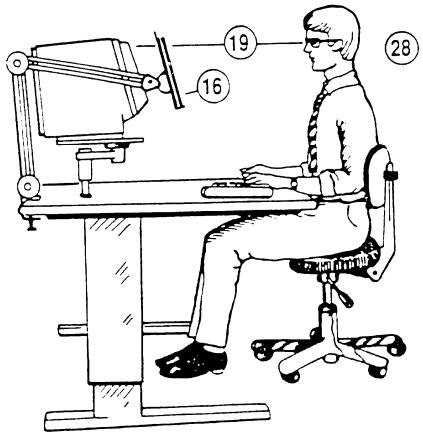
	Yes	No
6. Is the chair easily adjusted from a seated position?	❑	❑
7. Can the user get close to the workstation without impediment? *(Check that the desktop is thin, chair arms are not in the way and there is clear leg room.)*	❑	❑
8. Is the seat height adjusted so that the user's thighs are parallel to the floor with feet resting on the floor or on a footrest?	❑	❑
9. Is the backrest height adjusted to fit into the small of the user's back and adequately support the spine? *(To find the small of the back, have the user stand with hands on waist.)*	❑	❑
10. Is the backrest angle adjusted so that the user is sitting upright while keying? *(User should be encouraged to change backrest position when not keying.)*	❑	❑

Desk

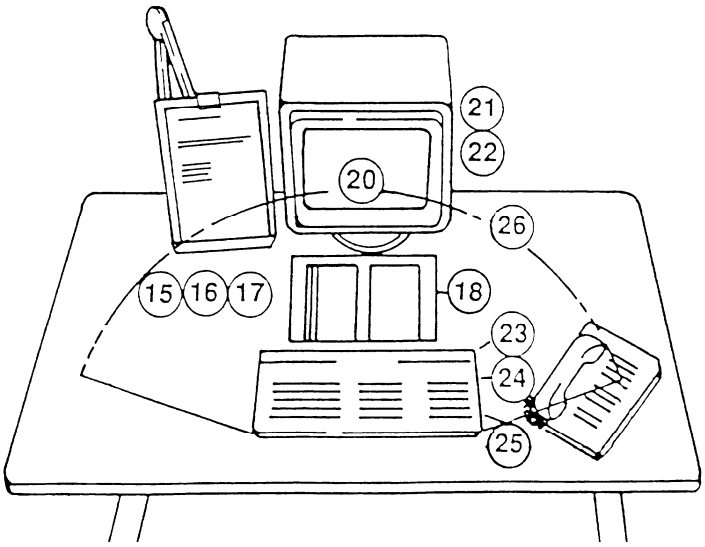
	Yes	No
11. Are the user's forearms parallel with the floor or angled slightly downward? *(This can be achieved by lowering the desk to suit the user, or, with a fixed-height desk, raising the chair.)*	❑	❑
12. Is the desk height adjustable?	❑	❑
If YES, is the adjustment easily operated? If NO, has the user been provided with a footrest? *(See question 8)*	❑	❑

Footrest	Yes	No
13. Is the footrest large enough to support both feet and allow a change of position?	❑	❑

Counter	Yes	No
14. Is there a chair of appropriate height and footrest provided at the counter where sitting/standing work is performed?	❑	❑



Documents	Yes	No
15. Are all source documents legible?	❑	❑
16. Is a document holder provided?	❑	❑
17. Does it support all source documents adequately?	❑	❑
18. Can documents be manipulated easily as required? Screen (if applicable).	❑	❑
19. When sitting tall and looking straight ahead, is the user looking at the top?	❑	❑
20. Is the screen at a comfortable reading distance?	❑	❑
21. Are all characters in the display easily legible and is the image stable?	❑	❑
22. Can the position and contrast of the screen be adjusted by the user?	❑	❑



Keyboard	Yes	No
23. Is the keyboard detached from the screen to ensure a comfortable working position?	❑	❑
24. Is the keyboard think enough for comfortable positioning of the arms? *(it should be less than 30mm thick at the home row of keys.)*	❑	❑
25. Is the keyboard matt finished to prevent irritation from glare and reflection?	❑	❑

Layout	Yes	No
26. Are all often-used items within easy reach? *(They should be within normal arm reach with minimum trunk movement.)*	❑	❑
27a. Is there sufficient span for large documents, completed work or writing?	❑	❑

27b. Is there sufficient space for CAD furniture, equipment and hardcopy materials?	❑	❑
28. Is the workstation designed to prevent undue twisting of the neck or trunk?	❑	❑
29. Are the variety of tasks performed in counter operations accommodated by the design and layout of the counter workstation?	❑	❑

Environment	Yes	No
30. Does the user find the lighting satisfactory? *(Ask about, glare, reflection and the ability to read documents.)*	❑	❑
31. Does the user find the noise level conducive to concentration?	❑	❑
32. Does the user find the temperature and airflow in the room comfortable?	❑	❑

Telephone operations and headsets	Yes	No
33. Is there a headset available for continuous telephone operations?	❑	❑
34. Is the headset lightweight, adjustable and comfortable?	❑	❑
35. Does the telephone equipment include easily adjustable volume controls?	❑	❑
36. For telephone operations that are traffic dependent and continuous, is a manual call control facility provided?	❑	❑

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