

Company: National Telecommunication Safety Panel

Industry: Telecommunication - NAICS Code 517110; SIC Code 4813

Employees: Project impacted 1,000 employees

Success Brief: A large telecommunications company successfully implemented dual monitors in 12 customer service call centers. They saw an increase in productivity and a reduction in errors as well as a reduction in work related cumulative trauma disorders.

The Problem: The use of two traditional styled monitors in a workstation created risk factors involving vision and upper body discomfort in a large telecommunications call center. The challenge was how to deploy two monitors for 1000 call center workstations while ensuring they did not create additional risk factors.

A customer service employee needs to view at least 7 different windows while completing a customer order. Navigating from window to window can lead to errors and increases the amount of time to complete an order. Management of 12 business customer call centers within a large telecommunications company made the decision to implement two monitors in a workstation so that an employee can comfortably view multiple windows during a customer transaction thus reducing errors and time.



The first phase of the project was to trial two large (17", 19", 22") monitors in approximately 6 workstations in 10 call centers. An ergonomic analysis of the workstations was performed by the Environment, Health & Safety organization. Recommendations were made to the organization for implementing two monitors in approximately 1000 workstations.

The Solution:

The solution consisted of:

1. Implementing flat screens for all workstations in order to avoid physical discomfort from the lack of proper viewing distance provided by the current size of the workstations and the large (non-flat) monitors,
2. Providing ergonomic training for all managers and employees prior to implementing the dual monitors,
3. Providing EH&S support, coaching, and individual adjustments at each location for all employees during or shortly after the implementation of the dual monitors.



The Impact

- Two flat screens implemented for each business call center workstation
- EH&S involved in analysis and implementation
- 80% reduction of work related cumulative trauma disorders after the implementation of the dual monitors
- Following this model for implementing this type of project across the business.