

Human Factors and Ergonomics

FedEx Corporation Rolls Out Height Adjustable Workstation for the Director of Operations Accounting and Tax

COMPANY PROFILE

Federal Express was founded in 1971 as the modern air and ground express industry began to take off. In 1998 the FDX Corporation was created and became the FedEx Corporation in January 2000. Today the organization has:

- More than 275,000 team members worldwide
- Average Daily Volumes of more than 7.5 million shipments for express, ground, freight, and expedited delivery services
- Service area which includes 220 countries and territories, and every address in the US
- 2009 revenue of \$35.5 billion

FedEx Operating Facilities:

- Express: 1083 stations – 10 air express hubs
- Ground: 32 ground hubs – over 500 pick-up/delivery terminals
- Freight: Approximately 470 service centers
- Office: Approximately 2,000 locations

Business situation

FedEx was founded on a people-first philosophy, where respect for all people is a fundamental value and everyday business practice. With this philosophy in mind the Director of Operations Accounting and Tax, David Schwans, and the Director of Risk Management, Kerry Braxton, decided to put a focus back onto improving the wellness of their employees and began to explore opportunities to initiate change.

David is a 6'5" executive with a standard office set-up. With a large cherry wood desk that is neatly tucked into a corner with a comfortable chair, and several shelves to accommodate his various personal affects, this office is not your

average cubicle. After eight years of not being able to properly adjust his work area to accommodate a 6'5" height, David began to notice that he suffered pain everyday at work, and that he was not sleeping well. Pain and fatigue quickly became a part of David's day-to-day activities. They began to hypothesize that a more ergonomic setup may address some of the David's concerns.

Technical situation

Managing the cost of healthcare premiums by promoting wellness in the daily work routine is everyone's business.

It was time for a change. Applying what is known about human capabilities and the limitations to the design of products and work environments is Human Factor Engineering/Ergonomics. This application to system design can improve ease of use while reducing operator stress and user fatigue.

The Director of Risk Management, Kerry Braxton, clearly understood that David's workspace needed to be adjusted to fit his physical needs. Kerry had made various changes to cubicles and individual workstations within the corporate facility. Some required minor changes such as an under the desk keyboard tray or an ergonomic chair, while others required more extensive and expensive raising or lowering of entire worksurfaces. FedEx needed a solution that could be deployed quickly, and adjust to any user's needs.

Betty Grogan, Ergotron's Director of Central Sales, and Shep Stahel, Ergotron's Territory Account Manager, were notified of the situation at FedEx. After determining David's needs they recommended the WorkFit C-Mod Workstation. A unit was ordered for David to evaluate so that he could experience first hand how an ergonomically adjustable workstation could change his work routine and to evaluate his overall health improvements.



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Solution

The transformation to David's office was a quick and inexpensive effort by the FedEx facilities team. By removing the executive desk and rolling in the Ergotron WorkFit C-Mod, David now had the choice to sit and stand while working. With the patented Constant Force lift technology the WorkFit C-Mod allowed for one-touch adjustment of the keyboard and monitor positions for personalized computing. The entire worksurface has 20" of adjustability with an additional independent 5" of height adjustment for the LCD.

A simple addition of a small team member table allowed a centralized location to conduct collaborative meetings. David can now wheel his WorkFit anywhere he needs to around his office to accommodate his workflow and meetings.



Comfortable computing is a good economic investment. Not only are costs reduced associated with healthcare and missed time, but productivity increases too. Find the calculator online at www.ergotron.com

Year-Long Savings	
225	days
120	employees
5	hours
\$ 50000	
17	%
\$ 800	

Benefits

Within days David noticed considerable health improvements. He stands more throughout his day at this computer, has more energy and feels more productive. More importantly the pain and fatigue he had felt everyday for the past eight years is gone. David said, "For the first time in eight years, I am getting a good night's sleep."

Research has proven that sitting and standing throughout the day will improve your energy and productivity and encourage healthy movement. Dr. Marc Hamilton, Associate Professor of Biomedical Sciences for the University of Missouri Columbia, states that sitting is an insidious disease and sitting too much can be harmful to your health.

The modification of David's existing office was inexpensive, quick and easy while creating a new open-architecture office that gives David a finger on the pulse of the digital movement.



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