Health and Safety Programs in Workstations

Name

Institution

**Exercise 1: Questionnaire and Interview Questions**

 The following questions aim to interview an employee to learn about the employee’s operations and the ergonomics issues in her workstations in order to curb the cases of ergonomics injuries.

1. Please select all causes of ergonomics issues that you currently encounter in your operations.
* Poorly designed office equipment.
* Poorly repaired equipment.
* Repetitive strains.
* Awkward postures.
* Exposure to extreme cold or heat.
* Vibration or jarring impacts.
* Overexertion due to manual handling of heavy office loads.
* Fatigue due to long working hours.
* Failure to adhere to the safe work procedures.
* Others.
1. Are you currently covered under the employee’s compensation statute?
* Yes
* No
1. How do you forward your concerns regarding the ergonomics injuries?
* Informally in person.
* Formally in writing.
* Through representatives of a safety committee.
* Never forward concerns about ergonomics injuries.
1. How would rate the health and safety program currently dealing with ergonomic issues in your workstations? Please choose only one option.
* Ineffective.
* Extremely effective.
* Neither ineffective nor effective.
* Effective.
* Extremely ineffective.
* There is no a health and safety program in my workstation.
1. How often does your workstation/company hold meetings regarding ergonomics issues?
* Once a month.
* Once a year.
* Once in every three months.
* Never.
1. How often does your workstation/company conduct training specifically for addressing ergonomics issues?
* Occasionally.
* Always.
* Rarely.
* Generally, but not always.
* Never.
1. What ergonomics resources do you utilize? Select all that apply.
* Videos.
* Printed materials.
* Professional consultants.
* Computer based training.
* Other.
1. Does your workstation have a particular strategy in place that addresses tendonitis, strains and sprains?
* Yes.
* No.
1. How often does your employer consult you regarding the changes in equipment, processes and tools in the workstation?
* Always consulted.
* Rarely consulted.
* Frequently, but not always.
* Occasionally.
* Never consulted.
1. What educational media do you think is the most effective for training ergonomics in your operations?
* On the job training.
* In person training.
* Video based training.
* Printed training manuals.
* Computer based training.
* Other.

**Exercise 2: OSHA, FMCSA, and Controls**

 Firstly, Ben should not make the delivery using the problematic vehicle because OSHA prohibits the use of faulty vehicles on public roads because they are potential causes of road accidents. Additionally, the OSHA Act protects a driver from retaliation in a case where the driver refuses to drive a vehicle due to defectives discovered in a vehicle (Reese, 2009). As indicated in the case study, the terminal manager is forcing the truck driver, Ben, to drive a faulty vehicle to deliver orders. In this case, Ben should not hesitate from refusing to drive the defective truck because the Surface Transportation Assistance Act (STAA) protects him from being fired by his employer. Even if the employer fires Ben, Ben can file a complaint with the Occupational Safety and Health Administration (OSHA) that can lead to reinstatement and compensation of other benefits (Reese, 2009). Essentially, OSHA utilizes the Surface Transportation Assistance Act (STAA) to protect drivers against being subjected to unsafe working conditions by their employers. According to OSHA guidelines, forcing a driver to operate a defective vehicle is equivalent to subjecting the driver to unsafe working condition. For that reason, Ben should resist from driving the defective truck because it may cause a road accident, leading to death, physical injuries and loss of property.

 Federal Motor Carrier Safety Association (FMCSA) is another important agency that protects the lives and well-being of drivers at their workplace. Ben should not make the delivery using the defective truck because FMCSA provides guidelines that necessitates every company to inspect, repair and maintain its vehicles before allowing drivers to drive those specific vehicles. In particular, Federal Motor Carrier Safety Association (FMCSA) utilizes the Electronic Code of Federal Regulations Title 49, which details on inspection, repair and maintenance of vehicles (Reese, 2009). According to FMCSA guidelines, the driver is advised to refuse driving defective vehicles. For that reason, Ben should not drive the problematic truck because the attempt to drive the truck is violating the requirements of FMCSA.

 Certainly, the pressure imparted to Ben by the terminal manager has a great impact on his psychological and emotional feelings. Indeed, Ben must have thoughts that the manager is discriminating against him and not wishing him well. For that reason, hatred may develop between Ben and the terminal manager because Ben would perceive that the manager values the orders more than the life of the employees. Furthermore, Ben may adopt a negative attitude toward his job of driving trucks. The expectations of every employee is to work in a safe and comfortable environment. However, an employee is likely to become less productive if subjected to unsafe working conditions just like Ben. Hence, Ben would not only become less productive but also less motivated to work with the terminal manager.

**Exercise 3: Quality Control and Inspection**

Quality is a vital and critical business aspect that should not be compromised at any time because any occurrence that makes the society or target consumers suspect the quality of product or service, negatively affects the particular business in all key business functionalities with an ultimate result of business failure (Pradhan, 2014). The consumers in the modern business environment are concerned with the safety, security, and overall quality of any service or product that any business company provides. Therefore, for sustainability, increased productivity and profitability, hi competitive edge, alongside the overall success of any particular business in their operations, quality control and inspection should be vividly considered and given the highest priority in the production line.

The case regarding Volkswagen Company’s emission scandal provides a suitable platform for a comprehensive understanding of the quality control and inspection process or business function. The incident occurred in the year 2015 whereby three of the products from Volkswagen Company had not met the emission standards set by the international body (Rosemary, 2014). Therefore, the three vehicle products were later discovered that they posed great risk to the consumers all over the word. The company was sued over the incident resulting to major losses in their revenue income and most probably customer loyalty, trust, and business sustainability. Quality control and inspection process of the company was to blame for the incident. If proper and genuine quality control and inspection procedures were applied, the problem would be identified and solved. However, due to shortcuts in quality control and inspection processes, the company had to face major consequences that affected their stability in the business environment. Therefore, quality control and inspection is a mandatory and necessary business process that should be managed and controlled in an effective way for the overall success of any business organization, a plan that I could have applied to prevent such incident n the company.

**Exercise 4: Recommending a Preventative Maintenance Program**

Technological prevention and maintenance program is the solution for issues that face companies and negatively affect reputation and overall success. Prevention is one of the key processes that any business organization in the modern world should apply in all their undertakings and key business functionalities (Barker, Lane, Holbrook, Vadrevu & Padalino, 2005). Successful business entities in the current world have adopted and embraced programs that aim at preventing any problems or issue that uncertain occurrences might bring. For example, a case regarding Volkswagen emission scandal provides a suitable platform for understanding the importance and necessity of a preventative maintenance program. After the scandal, Volkswagen Company had many things to lose especially in the market place. Loyalty, trust, customer or market base, alongside the profitability of the company were key losses that the company experienced ("What is Preventative Maintenance/Preventive Maintenance? | Fiix", 2018). However, if there was an effectively developed program on prevention and maintenance, such losses could not be witnessed.

Therefore, a technological production preventative and maintenance program is recommended not only for the motor vehicle industry but in all businesses that provide certain products and services (Freeman, Ayus & Moritz, 2012). The program will ensure that all procedures, guidelines, and standards regarding production are complied with alongside continuous monitoring of the service or product for effective functionality. The initiative will ensure that any problem is maintained or prevented in an efficient and reliable manner. The recommended program has a key objective or goal of ensuring that any product or service provided to the target customers does not fail in future. The program will ensure a reliable maintenance of the product or service to ensure that any problem that might occur either internally or externally is earlier identified and prevented. Through technology an occurrence of a product or service failure will be overseen and effectively prevented. For example, if Volkswagen had such a program the emission problem would be identified at the production stage and the effects of the problem prevented before it went public. Therefore, a technological preventative and maintenance program is essential and necessary for all business organizations in the current nd future business environments.

References

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