

# Manual Handling Training



## Results

- ✓ *Bespoke user centered manual handling training programme delivered across Europe with 90% positive feedback.*
- ✓ *Reduction in reported work related manual handling injuries by 33% after 6 months of training completion.*

## Sector - Food Industry

### Background

A leading global food manufacturer requested Morgan Maxwell complete an ergonomics investigation into the delivery of water bottles throughout their European market.

Main objectives were:

1. Create manual handling training programme which was bespoke to the actual tasks of water delivery.
2. Reduce reported work related manual handling injuries.

To ensure the manual handling training was relevant a detailed task assessment was completed which involved the following:

- Task assessment of all activities of the water delivery process in relation to manual handling.
- Interviews with water delivery drivers, supervisor and management.
- Evaluation of the design of the water delivery truck and how the drivers loaded and unloaded water bottles.
- Director observations of postures adopted during the process of water bottle delivery.

A detailed report was produced highlighting the following areas of risk:

- Unloading water delivery trolleys with particular issues being
  - Storage areas with limited head room.
  - Repeated handling when unloading trolleys.
  - Low or high storage areas.
- Pushing/pulling the trolley, with particular issues being
  - Negotiating awkward routes (e.g. doors, ramps, uneven floor surfaces).
  - The weight of the trolley when it held 12 bottles
- Carrying bottles to the destination by hand
- Taking bottles from the van, with particular issues being:
  - Repetitive handling.
  - The height of the top layer of the frame; drivers have to handle bottles above head height for the top two layers of the frame, requiring awkward postures
  - The weight of the load (estimated as 19.5kg)
  - The difficulty of standing on the ledge while handling
  - Poor postures such as twisting, bending, leaning sideways and stretching when handling from the van to the trolley.

## Manual Handling Training Design

The main objective of the client was to produce a bespoke manual handling training that engaged with the water delivery driver's employees.

Data collected during the tasks assessment was used to build a bespoke user centered manual handling programme that could be rolled out across Europe to all water delivery drivers.

The manual handling training programme provided water delivery drivers with an understanding of anatomy and physiology in relation to the water deliver task they are employed to carryout.

Moving and lifting practical's used real life examples and scenarios which were relevant to the water delivery driver's tasks.

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