

Display Screen Equipment (DSE) Assessor Training

Sector - Office

Background

A call centre with 350 staff contracted Morgan Maxwell to complete DSE Training for 10 staff so they can manage the DSE process via their online DSE software.

The objectives of the training were:

1. Provide Provide DSE Assessors with the skills to provide advice around posture and DSE setup following employee completion of online DSE Assessment.
2. To reduce the reported number of DSE related issues (average 26 per ¼) by providing employees with quick access to trained staff.
3. Reduce absenteeism and presenteesim related to DSE.

Results

- ✓ 10 fully trained DSE Assessors
- ✓ Reduction in the number of reported DSE related issues per ¼ from 26 to 9
- ✓ Reduction in presenteesim related to Display Screen Equipment

Morgan Maxwell's Display Screen Equipment (DSE) Assessor Training process

A chartered ergonomist from Morgan Maxwell met with the Health and Safety Manager to get a detailed understanding of the current DSE Assessment process.

Recommendations from client meeting:

- Supply DSE Assessor Training to 10 in house DSE Assessors. These assessors will be responsible for managing specific departments within the business via the online DSE Assessor software.
- Provide DSE Assessors with ability to generate solutions to DSE issues.
- Provide list or recommend equipment that DSE Assessors have access to resolve DSE complaints.
- Focus on high risk DSE Assessments within 2 weeks of online completion.

Results

- 10 fully trained DSE Assessors with the knowledge and skills to resolve the majority of DSE related issues.
- Reduction in the number of reported DSE related issues per ¼ from 26 to 9
- Reduction in presenteesim related to Display Screen Equipment

