

# The Business of Ergonomics

# HOW TO CHOOSE THE RIGHT ERGONOMICS CONSULTANT

## 1. Know Your Goals

Do you need a 1:1 consultation for a single employee? Or are you looking to develop an entirely new ergonomics program? How about group consultation? Trainings and Seminars? Ongoing engagement & follow up? Even if you don't have all the details finalized, it's helpful to define your top priorities. The right ergonomics consultancy will be able to offer a range of services and will work with you to develop an appropriate plan.

## 2. Know Your Budget

Depending on your budget and size, you may benefit from an hourly retainer fee versus a fee for service or flat fee. Does the consultancy offer discounts for volume or have the ability to maintain an onsite presence? Work with the consultant to develop a contract and payment structure that makes the most sense for your company.

## 3. Provider Credentials & Qualifications

There is a spectrum of expertise ranging from certified healthcare professionals with a specialty in ergonomics, to sales reps with basic online ergonomics training. Be sure to seek out skilled service providers, and invest in an objective consultancy with professional credentials that will best serve your organization.

## 4. Types of Client Experience

An ergonomics firm specializing in heavy industry may not be up to date on the nuance required to meet the challenges of a digital workforce. Choose an expert who knows your industry.

## 5. Project Resources & Team

Who's actually doing the work? Are they based in your region? Will they be able to respond to requests promptly? Do you need them to be onsite?

## 6. Examples of Assessment Tools & Data

Ask to see specific tools used to capture actionable data. Are their tools comprehensive enough to demonstrate impact or progress? Ask to see examples of surveys, final reports, trainings, educational content, and any other content that informed and affected change.

## 7. Detailed Description of Deliverables

Look at what else they're offering outside of the workstation assessment. Are their deliverables interesting or unique? Do they align with your organizational culture, values, or skills? Anyone can use an online checklist to complete a basic ergonomic audit of a workspace, so what makes this consultancy worth the contract?

## 8. Agility to Adapt

You may not have all the details ironed out just yet, but you know your organization consists of people performing a diverse range of tasks, and that the ergonomist will likely encounter a broad spectrum of employee requests, office setups, budgets, symptoms & work scenarios. Does this consultancy seem flexible and agile?

## 9. Willingness to Work with Stakeholders

A team approach to ergonomics program development and implementation is ideal. Does the consultancy show interest and have the bandwidth to check in regularly with program stakeholders to ensure their services are meeting your needs?

## 10. Vendor Partnerships Without an Agenda

The ergonomist should work with any preferred or established channels in place, while also introducing new technologies and competitively priced solutions when appropriate - without pushing sales. Objectivity is key to ensuring that you get unbiased product and equipment recommendations. Discuss your needs with the ergonomist to get a clear sense of their approach to product, equipment, and furniture procurement.

**Workup Ergonomics** is a future facing ergonomics & design consultancy focusing on wellness and productivity in the workplace. Through our method of skilled assessment, human centered design, evidence based interventions, and meaningful metrics, we create effective and sustainable ergonomics programs.