

Ergonomic Process Improvement Beta Test Sprint Call Centers

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Purpose of Sprint's Ergonomic Beta Test

- ◆ Determine the current ergonomic quality and culture in Sprint Call Centers
- ◆ Validate current ergonomic methods and procedures
- ◆ Develop a "best practice" ergonomic process improvement model to install at Sprint Call Centers



Beta Test Progress YTD

- ◆ Developed business case, determined objectives, developed beta test guideline manual and presented package to Sprint Stake Holders
- ◆ Received approval provided no above line costs to the call center in question!!
- ◆ Site selected was our Sprint PCS Call Center in Ft. Worth TX.; 1200 employees
- ◆ Beta test will launch September 25; Run through June 2004.



Key Elements of Sprint's Ergonomic Process Improvement Model

- ◆ Statement of Objectives of Beta Test
- ◆ Management Leadership/Accountabilities; Site Ergo Champion
- ◆ Employee Involvement – Employee Teams
- ◆ Physical Discomfort Reporting, Management and Workstation Assessments
- ◆ Hazard Reduction and Control Measures
- ◆ Training and Education – Assess Quality
- ◆ Metrics – Leading and Trailing



Sprint Call Center Photos









