



Fast, Digital, Global:
Ergonomics Support
with DEKRA Expertise

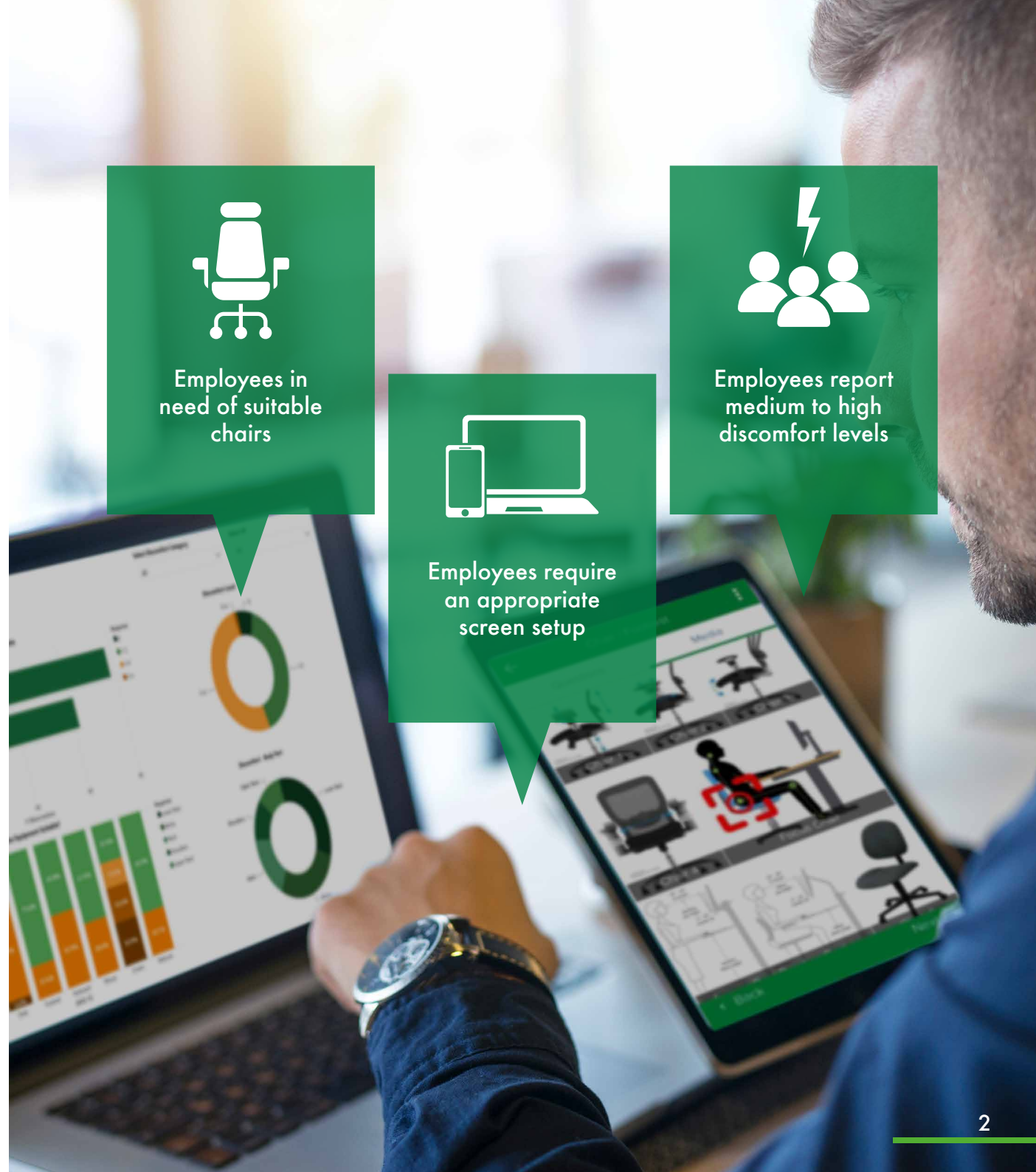
Proper ergonomic design goes hand in hand with employee health and safety. When optimized, the result is improved productivity and workforce well-being. In 2020, when the world experienced a mass workplace disruption, many employees had to shift abruptly to an improvised “home office” made up of kitchen stools, dining tables and other makeshift components.

Rapid Response with Expertise and Innovation

One of DEKRA’s clients, a global pharmaceutical company, was faced with exactly this challenge as the pandemic brought office life to a halt. Nearly overnight, thousands of workers were forced to transition to a home office environment, and DEKRA’s role suddenly expanded to help ensure these employees were ergonomically well-equipped.

The DEKRA team quickly mobilized, coordinating the efforts of 15 internal entities as well as 46 consultants to provide support in 12 countries. They demonstrated an outstanding capacity for effective collaboration, devising ways to collect relevant information remotely, developing a platform to schedule and carry out virtual appointments as well as adapting the **DEKRA Safety Platform¹** (DSP) to meet the needs of the company’s decision makers.

¹ The DSP is a flexible, digital ecosystem of tech-enabled solutions, including data collection and analysis capabilities.





Digital Tools for a Global Reach

DEKRA was able to deliver fast, digital and global support to their partner through successful collaboration and by deploying the DSP with the DEKRA Go app customized according to the company's specifications.

The project got underway with invitations issued to employees on a newly created planning platform used to schedule consulting sessions. Employees were instructed to take photos or short videos of their home workspaces and submit them on the DEKRA Go app along with answers to targeted questions.

Around five thousand 1:1 consulting sessions were carried out virtually, each lasting between 60-90 minutes. After each session, the consultant compiled a report using DEKRA Go.


The resulting data was collected and analyzed on the DEKRA Safety Platform, where decision makers could view the information on a customized dashboard with accessible visualizations. They were able to see where the need for chairs, computer mouses, ergonomic keyboards, etc. was greatest and determine where and how to invest so that people were properly equipped.

A Continuing Partnership with a Personal Touch

The client can now access the DSP dashboard on demand to view the analytics in as much detail as desired and use them to make informed decisions. The option to conduct follow-up sessions or gather post-intervention information is also available.

The client continues to partner with DEKRA and has highlighted the excellent cooperation between the company's internal ergonomists and those provided by DEKRA. Employees felt "truly cared for" in their interactions with the consultants as a result of the personal touch that DEKRA brought to the task. This factor, in addition to flexibility and conformity with in-house expectations, is what has made DEKRA a genuine trusted advisor.

The project was an opportunity for DEKRA to demonstrate its formidable capacity for collaboration on a global scale and its ability to mobilize expertise rapidly in response to quickly changing circumstances. The digital solutions customized in this case are easily adaptable to other situations, specifications, companies and sectors. And since the home office trend continues to be relevant, this application of DEKRA expertise to remote ergonomics assessments has the potential to assist more companies and employees in maintaining workplace design standards in-house or at home.



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DEKRA HSE and Sustainability

For organizations large and small, the experts at DEKRA provide support understanding and meeting legal requirements and industry standards. As research and technology revolutionize work, we think forward, combining science and innovation with human-centered values and creating viable paths to progress in work safety, environmental protection and sustainability. With strong industry experience, our local experts collaborate closely with clients on practical solutions that use resources wisely and highlight human relationships. We are pioneers defining the next frontier of organizational safety, environmental responsibility and workplace health, harnessing scientific knowledge, ethical practices and strong partnerships to shape the future.

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