

# Contour Success Story in Silicon Valley

Chevron, Silicon Graphics & EORM get Pro-Active with the Contour Perfit Mouse in their ergonomics programs.

Contour Design interviewed four different ergonomics professionals, that have done over 2300 workstation assessments, combined, to see how the Contour Perfit Mouse performed compared to other input devices over the previous year (96-97). The interviews were conducted in May 1997 by the below listed professionals<sup>1</sup> (some remain anonymous at their client's request).

SGI - Julie Kreger King, EH & S manager of Silicon Graphics, Inc.

DK - of Environmental & Occupational Risk Management

FD - of Environmental & Occupational Risk Management

Chevron - Shea Dismukes, Corp. Ergonomist Chevron

## 1. How many workstations have you evaluated in past year?

SGI: 500

EORMDK: 980

EORMFD: 400

Chevron: 500

## 2. Why are you doing this? What are some of the company's goals?

SGI: Prevention - We give new hires have a 2-3 hour educational ergonomics orientation class and then e-mail follow up ergo info two weeks latter. The ergonomics Program started in 1991, because there were so many injuries. First, our program was re-active and now it's pro-active. Ergonomics is part of our corporate culture, now. SGI encourages early reporting of discomfort and symptoms of Repetitive Stress Injuries (RSIs). Many people request ergonomics evaluations of workstations as a preventative measure. Our main goal is to eliminate lost work time injuries and to have happy productive and comfortable workers.

EORMDK: To prevent Cumulative Trauma Disorders (CTDs). To address early symptoms of CTDs.

EORMFD: To minimize workers discomfort. To increase productivity.

Chevron: #1 We do this because there is a problem.

#2. We want to Become " Better Than the Best" for health and safety in the oil industry.

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<sup>1</sup> More Details about ergonomics professionals that were interviewed by Contour Design, Inc.

Silicon Graphics, Inc. (SGI) Julie Kreger King and Jane Hall Taylor both Managed the EH&S program at SGI in 1997.

DK and FD are ergonomic consultants that work in Silicon Valley for EORM (Environmental & Occupational Risk Management). EORM manages and staffs ergonomics programs for companies like Intel, Quantum, Tandem, Sun Microsystems and Remedy. EORM is a leader in Safety & Industrial Hygiene in the semiconductor field. Their web site is <http://www.eorm.com/>

Chevron: Shea Dismukes, CPE, BS, MS,

Former corporate ergonomist for Chevron, now has private consulting practice called Human Factor Engineering. For questions she can be reached at 415-464-9722, or e-mailed @ [shea@ergofactors.com](mailto:shea@ergofactors.com)

### **3. What types of injuries do you typically see?**

SIGI: tendinitis, wrist, elbow, and shoulder injuries.

EORMDK: flexor and extensor injuries Upper Extremities Cumulative Trauma Disorders (UECTDs), contact injuries, shoulder and wrist nerve impingement, and excess fatigue.

EORMFD: UECTDs

Chevron: We see Tendinitis and Carpal Tunnel Syndrome injuries in the office environment.

### **4. What percent of injuries do you believe are mouse related?**

SIGI: 50%

EORMDK: 30%-70%- out of UECTDs, varies by job task.

EORMFD: 25% may be a contributing factor.

Chevron: We believe that the mouse is a contributing factor in 20% of the injuries that we see.

### **5. What type of input devices have you recommended over past year?**

SIGI: We recommend Mice and trackballs. 75%-80% of the time we recommend the Contour Mouse (mostly) and sometimes Logitech, 3 button Mouseman. We have a loaner program, so people can try out devices before they buy. Itac mouse track trackball 25%-30% of the time. We don't recommend Glidepoints at all. Tablet no good - static pinch grip.

EORMDK: Contour mouse, Logitech for small hands (by customer request only)

EORMFD: Mostly Contour mouses. Occasionally track balls, most don't like trackballs because they are not precise. We have also modified existing mice with a foam mouse rest.

Chevron: We only recommend Mice. I recommend the Contour Mouse 99% of the time

### **6. When did you start recommending the Contour Mouse?**

SIGI: Early 1995

EORMDK: 1 ½ years ago, before Ergo Con

EORMFD: 1 year ago, Ergo Con, May 96

Chevron: We found out about the Contour Mouse at Ergo Con, which was about 1 ½ years ago.

### **7. Why did you recommend it?**

SIGI: Offered multiple sizes, accommodates a big range of people, good supported wrist posture, light clicking generally people need a bigger mouse.

EORMDK: Only mouse that effectively supported the whole hand. Followed good ergonomic design. The user does not have to think about hand and wrist posture. The design naturally affords a neutral posture in the wrist. Encourages the proper posture.

EORMFD: Looked like a good ergonomic design.

Chevron: We recommend the Contour Mouse because of its Superior design and variability in sizes.

### **8. What type of criteria had to be met in order for you to recommend the Contour Perfit Mouse?**

SIGI: Users had to test it out, it had to get the job done.

EORMDK: Really good ergonomic design.

EORMFD: We usually like to do internal research first. It looks like it fits hand in a more neutral position. Palm and thumb support. Looks like better ergonomic product.

Chevron: In order to recommend any product, we need to see a positive response and good feedback from customers.

**9. Why do these large companies pick you to do this type of work?**

SGI: Outsource experts from outside the co. needed focused attention on ergonomics to get better completion; this allows the manager to think on strategic lines. Julie has the vision. PTs and OTs emanate credibility.

EORMDK: We have a good reputation for managing and implementing sound and effective ergonomic programs.

EORMFD: A lot of RSI, trying to reduce W C claims, and increase comfort.

Chevron:

**10. What are the most common problems you see with other types of mice?**

SGI: Too small, poor tracking, stiff buttons, Microsoft only has right handed.

EORMDK: Anchoring and pivoting at wrist, wrist extension, because of small design and poor interface. Gripping static.

EORMFD: Standard Mice can cause the forearms and fingers to hurt. If they have pain on only the right side of the body, this is a good clue that it could be the input device causing the problem.

Chevron: Most mice don't accommodate variability in people's different hand sizes.

**11. How has the Contour Mouse performed over other input devices? (Ex. Touch pads/Track balls)**

SGI: We received very positive feedback early and the response was good

EORMDK: No comparison. It allows full arm motion, improves mousing stamina and maintains neutral hand posture.

EORMFD:

Chevron: The Contour Mouse promotes more neutral hand positioning and enables people to use larger muscles in upper arm and shoulder. Other devices force the user to strain smaller forearm and hand muscles.

**12. Why did you choose the Contour Mouse over these other products?**

SGI: Consistency of customer satisfaction.

EORMDK:

EORMFD: Better

Chevron: The Contour Mouse promotes good mousing techniques.

**13. What results have you had with other input devices compared to the Contour Mouse?**

SGI: Contour is consistently positive, offers left hand version, extra small, other input devices have sporadic results.

EORMDK:

EORMFD: Only 1% has come back with issues.

Chevron: Other devices increase fatigue and strain in hands, and force the hand into awkward postures.

**14. Do you still recommend other input devices?**

SGI:

EORMDK:

EORMFD: Yes, only at customer's request.

Chevron: No, 1% maybe

**15. What percent out of 10 workstations would you recommend the Contour Mouse over other input devices?**

Sgi: 50% need a different mouse.

EORMDK: 6 out of 10 some people don't use the mouse that much.

EORMFD: Occasionally Stylus & Touchpad. I recommend Contour in 8 out of 10 assessments, and I also Stress training on proper mouse use. In 2 out of 10 assessments, they would get the Contour mouse with training.

Chevron: I recommend Contour Mouse 99% of the time. 2-3 out of 10 assessments that I perform get the Contour mouse.

**16. Out of 10 workstations evaluated, what percent actually have injuries?**

Sgi: 5 out of 10 have some symptoms. The injured workers typically put in long hours and are the hardest workers.

EORMDK: 8 out of 10 have injuries. 20% of the assessments are pro active. 60% of computer professionals have symptoms of CTD.

EORMFD: that would be more Workers' Comp. Issue.

Chevron: