



BSI Standards Publication

Ergonomics methods

Part 1: Feedback method — A method to understand how end users perform their work with machines

National foreword

This Published Document is the UK implementation of CEN/TR 16710-1:2015.

The UK participation in its preparation was entrusted to Technical Committee PH/9, Applied ergonomics.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2015. Published by BSI Standards Limited 2015

ISBN 978 0 580 91001 2

ICS 13.110; 13.180

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 December 2015.

Amendments issued since publication

Date	Text affected
------	---------------

TECHNICAL REPORT

CEN/TR 16710-1

RAPPORT TECHNIQUE

TECHNISCHER BERICHT

December 2015

ICS 13.110; 13.180

English Version

Ergonomics methods - Part 1: Feedback method - A method to understand how end users perform their work with machines

Feedbackmethode - Eine Methode zum Verständnis
wie Endnutzer ihre Arbeit mit Maschinen durchführen

This Technical Report was approved by CEN on 17 November 2015. It has been drawn up by the Technical Committee CEN/TC 122.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents	Page
European Foreword	3
Introduction	4
1 Scope	6
2 Normative references	6
3 Terms and definitions	6
4 General principles	9
5 Feedback method	10
5.1 The “Feedback method” steps	10
5.2 Selection of the machine to be investigated.....	10
5.3 Collection of documentation and preparation of a machine dossier	11
5.4 Identification of companies where the machine is regularly used	11
5.5 Inspection of work places	12
5.6 Feedback Method Work Groups and work analysis with skilled users of the machine	13
5.6.1 Preparation for meetings	13
5.6.2 Work analysis with skilled end-users of the machine.....	13
5.7 Written report of the Feedback Method Work Group results and their validation.....	15
5.8 Project overview and final technical report.....	16
Annex A (informative) Existing results	17
Annex B (informative) Inspection form “Combine Harvester”	22
Annex C (informative) Work phases and tasks/activities “Combine Harvesters”	30
C.1 Phase 1: Road travel and transport (with mounted cutter bar, or cutter bar trailer)	30
C.2 Phase 2: Preparation for use, changeover	30
C.3 Phase 3: Harvesting process	30
C.4 Phase 4: Maintenance and fault clearance.....	30
Annex D (informative) Extract from report of the FMWG “Combine Harvester” - Italy	32
Annex E (informative) Extract of recommended amendments to EN ISO 4254-7:2009 “Agricultural machinery - Safety - Part 7: Combine harvesters, forage harvesters and cotton harvesters” from the application of the “Feedback Method”	33
Bibliography	35

European Foreword

This document (CEN/TR 16710-1:2015) has been prepared by Technical Committee CEN/TC 122 “Ergonomics”, the secretariat of which is held by DIN.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

Standardization can release its full potential for growth, productivity and health and safety of citizens only when all interested parties are adequately involved.

This document has been prepared considering CEN/CLC Guide 17 “Guidance for writing standards taking into account micro, small and medium-sized enterprises (SMEs) needs”.

EN 16710 consists of the following parts under the general title *Ergonomics methods*:

- *Part 1: Feedback method - A method to understand how end users perform their work with machines*
(Technical Report)
- *Part 2: A methodology for work analysis to support design*

These present independent methods that can be used to support the implementation of ergonomics principles, for example as advocated in EN ISO 12100 and the EN 614 series.

Introduction

The importance of involving users in the design of machinery is recognized in most standards that deal with ergonomic design principles. In fact, i.e. EN 614-1 strongly recommends user involvement because it helps to identify measures and improvements for future design.

CEN Guide 414, EN ISO 6385:2004, EN ISO 9241-210:2010 and EN ISO 12100:2010 also provide for feedback from the end-users of machinery, and affirm the need to continue monitoring the effect of the system in order to safeguard against long-term deterioration in the performance or health of the users.

Collecting users' experiences by reconstructing their activities, how they perform their work in different real-life operating conditions, will yield knowledge of the problems that emerge from common, everyday use and help to identify possible corrections and improvements to harmonized technical standards and machinery design and manufacture.

In the context of machinery safety, it is widely accepted that end-users possess extensive knowledge of the equipment they work with every day [15]. Collecting this information as feedback from end-users, mainly workers, provides a basis not just for improving machinery standards by incorporating ergonomics principles [17], but also for putting standards to work and monitoring their quality over the years. Those who can benefit from such knowledge include:

- CEN and ISO and national standardization committees and working groups who can become aware of the problems relating to the real use of specific machine in different work contexts, and will thus be able to draw up new or to revise existing standards accordingly;
- designers (who are involved in the design or redesign) and manufacturers enabling them to produce better, more comfortable and safer machines and to provide precise, clear and exhaustive instructions for use;
- employers/buyers to help them choose the best available machinery on the market;
- the end users, employers, artisans and workers for training purposes and for defining appropriate work procedures;
- market surveillance, authorities to enhance their knowledge and improve the efficiency of their interventions;
- the machinery working group (MWG) chaired by the European Commission, whenever they need to collect further details on machinery design problems tabled during the MWG meetings.

Studies have shown that the "Feedback Method" described in this Technical Report has a high level of repeatability, as demonstrated by the results obtained in many different production contexts in seven different European member states from applying this method to five CE-marked machines manufactured in conformity with their specific C-standard (see Annex A).

The full participation and support of employees, employers, users and buyers of machinery, technicians and market surveillance personnel in putting the "Feedback Method" into practice is key to its successful application.

Within these studies, a detailed ergonomic analysis of the work with each machine, involving a number of work groups, yielded a large body of valuable information on the specific characteristics of machine use in different work contexts and socio-cultural, climatic and microclimatic environments.

Using the standardized method described in this Technical Report, that makes little demand on time and resources, multiple work groups can easily be set up to collect skilled users' experiences with a specific machine and to use this valuable information to:

- a) identify failings in the appropriate technical standard or the design rather than in its use;
- b) validate the results already obtained;
- c) monitor improvements in the work activity and the efficacy of the ergonomic and safety solutions applied.

The outcomes of the method described in this Technical Report can also be used for evaluating and/or designing new machinery similar to the one under study.

EXAMPLE When dealing with the roll-over risk of any self-propelled machinery with a driver on board during use on uneven or loose ground.

The method can be used by workers' representatives or, more generally, representatives of consumers and users, to collect evidence for making improvements to various types of machinery, possibly after the occurrence of unwanted events during the use of a machine, so as to identify the causes and possible solutions.

Where appropriate, recommendations can then be forwarded to the appropriate CEN/CENELEC Technical Committees. For example, one important safety recommendation for any revision of EN ISO 21281 is to standardize the position of the main foot pedals to avoid the risk of confusion and accidents. Figure 1 shows the differences in pedal layout identified during the application of the "Feedback Method" to fork-lift trucks.

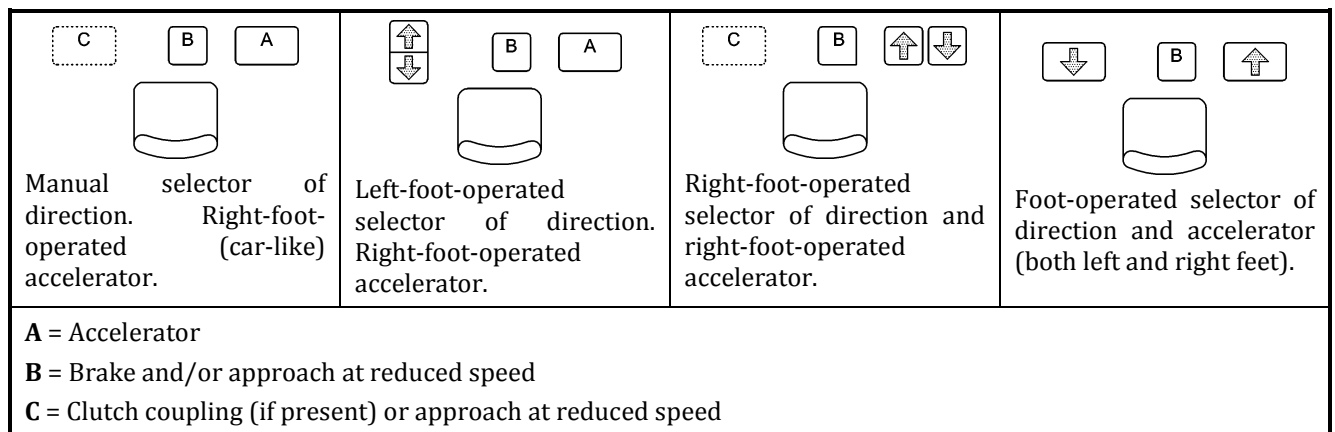


Figure 1 — Illustration of the various foot pedal layouts identified in different fork-lift trucks

1 Scope

This Technical Report describes the “Feedback Method”, a method designed specifically to collect the contribution of machinery end-users by reconstructing and understanding how work is actually performed (i.e. the real work). This method can help to improve technical standards, as well as the design, manufacturing, and use of machinery.

By collecting the experiences of skilled users, this method can be used to reconstruct their actual work activities under different operating conditions and with any kind of machine. This helps to identify all the critical aspects having an impact on health and safety, or associated with ergonomic principles. Moreover, it makes it possible to identify some basic elements for defining the standards for machines and for their revision and improvement. It can also improve production efficiency and identify any need for additional study and research.

The method is designed to minimize the influence of the subjectivity of the facilitators and researchers in reconstructing and describing the reality of work, and to maximize the “objective” contribution of the skilled users of the machine.

The method combines a high level of reproducibility, sensitivity, and user-friendliness with low demands in term of resources, which makes it attractive to micro, small and medium-sized enterprises.

This Technical Report is addressed to standards writers, designers and manufacturers, employers-buyers, end users, craftsmen and workers, market surveillance and authorities.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO 12100:2010, *Safety of machinery — General principles for design — Risk assessment and risk reduction (ISO 12100:2010)*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN ISO 12100 and the following apply.

3.1 end-user feedback

information given back by end-users

3.2 expert skilled end-user

person who has habitually used the machine under investigation for an extended period; normally he has received specific training in the use of the machine through professional courses or directly at the workplace by a tutor, often by the employer or expert co-worker; he is often in charge of training of co-workers in the use of the machine under investigation; he may be considered expert in the installation, use and maintenance of the machine

Note 1 to entry: In micro and small-sized enterprises the expert/skilled end-user is often the employer.