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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

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

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## 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:

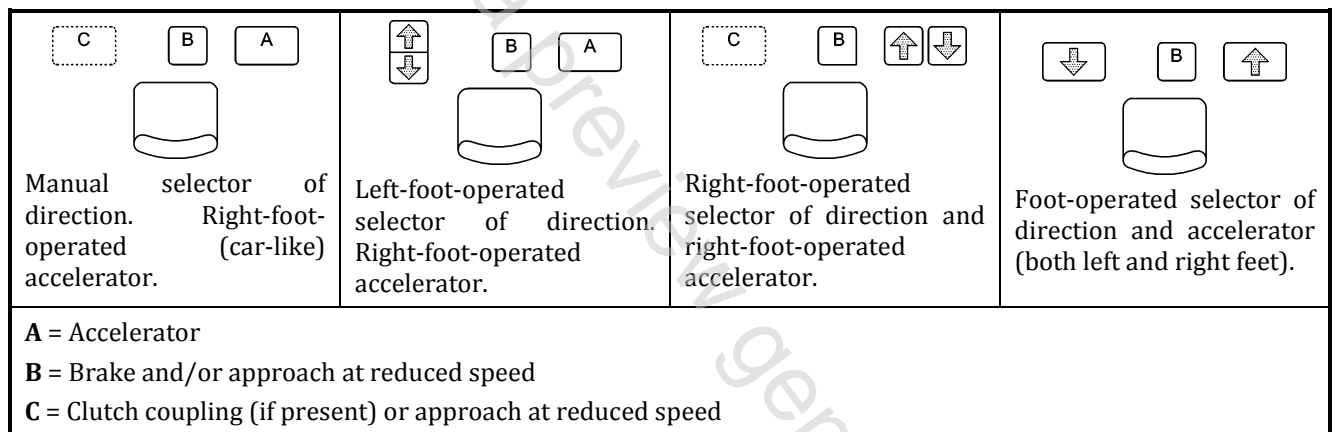
- a) identify failings in the appropriate technical standard or the design rather than in its use;
- b) validate the results already obtained;
- c) monitor improvements in the work activity and the efficacy of the ergonomic and safety solutions applied.

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.