

Assignment 3

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- Who is the client?
 - The client is Van Jansen Comfort Solutions, an industrial ergonomics firm based in Rotterdam, Netherlands. My contact is Herald Rothe. He is the manager of ergonomic safety training for Van Jansen Comfort Solutions' clients based in Scandinavia.
- What is the problem they are trying to solve with this content?
 - The client wants to create a document that explains the causes of Repetitive Stress Injury (RSI) and documents steps that the clients of Van Jansen Comfort Solutions can take to reduce their risk of developing RSI.
- How are they monetizing it?
 - By investing in this document, Van Jansen Comfort Solutions hopes to create professional documentation that will clearly communicate the dangers of RSI and how to avoid them to their clients.
- Who are the users?
 - Herald Rothe is a 43-year-old Swedish male. He is married with two children and has a master's degree in business management. Herald is on a tight schedule; he needs to implement the ergonomic safety training for his current client within 72 hours. So, he needs to write documentation that briefly explains the dangers of RSI and how to avoid it so that he can dedicate his time to more urgent tasks.
 - Sasha Parker is the team leader at Nordtank, a think-tank based in Copenhagen, Denmark. Sasha is 39 years old. She is unmarried with no children and has a high-school level education. Nordtank is the company Van Jansen Comfort Solutions is working with. Sasha wants to receive documentation that is easy to understand for people of varying educational backgrounds.
- What is the deliverable?
 - Sasha wants documentation that begins with a brief introduction of 100 words that warn of the dangers of RSI and how to mitigate them, followed by a 1–2-page article that gives detailed instructions on how to mitigate the dangers of RSI.
- What is the user supposed to do with it?
 - The documentation reminds the user of the dangers of RSI and gives them tips to mitigate it.

Explaining and Treating Repetitive Stress Injury

Research has found that repetitive motion in a poor work environment along with poor posture causes injury. Such injuries lead to conditions like carpal tunnel syndrome and tendonitis; these injuries are called Repetitive Stress Injuries or RSI.



Caution: Failure to follow the below recommendations will increase your risk of developing RSI conditions such as Carpal Tunnel Syndrome and tendonitis!

Reducing RSI risk begins with making sure that your computer mouse, work surface, and office chairs are in the correct position (SME: What are the correct positions for each office item? / Herald: Are there any other pieces of equipment that your client's employees use that will need to be addressed? Does every employee use the same type of office equipment?). You must take frequent breaks from your desk to avoid sitting for extended periods of time (SME: What would happen to someone if they sit for a long time? Should the client walk for a certain amount of time before returning to their desk or could they just stand in place?).