

# Performance improved by empowering employees with learning and development training

“Tooling U-SME has had a lot to do with our improvement because it’s opened conversations with other engineers in the facility...increased communication has improved performance.”

— Head of High Performance

## Challenge

- Growing pains caused by sharp increase in new hires and subpar onboarding model that didn’t scale
- Training based on highly subjective tribal knowledge provided by veteran employees
- Formal training happened only after an incident took place
- Problems with scrap and productivity
- Trouble training “problem children” – veteran team members who resisted training style

## Solution

- Worked with Tooling U-SME Learning Services to develop classes for each grade of assembler and tester
- Currently setting up Train-the-Trainer
- Built an in-house computer lab for on-site training
- Instituted peer-to-peer training, which helps with the age difference – veterans are more willing to learn from peers

## Results

- Heightened the awareness of quality issues
- Experiencing a three month downward trend in scrap
- Increased employee investment in learning and development

