

Customized training fills high-skills pipeline for a New England high-precision machine shop

“The productivity of the shops never faltered during the training. And we’ve seen great results, from reduced scrap to increased morale.”

— Owner

Challenge

- Unable to fill vacant positions with qualified employees
- Lack of in-house training program for both incumbent and new employees
- Need a training solution that won’t impact productivity
- No wage matrices developed

Solution

- Developed job classifications and descriptions
- Assessed the skill sets of employees
- Designed a training curriculum to bring each employee to the next level
- Provided training during downtime as too avoid affecting productivity

Results

- Increased skills among new employees and refreshed skills among highly skilled employees
- Increased employee morale with company support and investment
- Reduced scrap and rework
- Able to differentiate company from competitors - large OEM customers were impressed that the company offered dedicated training to employees
- Established tool to develop wage matrices

