

# Customized workforce training fills skills gap for niche clutch and brake manufacturer

“Tooling U-SME helped us shift from tribal knowledge sharing to a formal training program. Not only is morale higher, but we’ve improved competency through cross-training.”

- Divisional trainer

## Challenge

- Ever expanding workforce skills gap
- Company relies on tribal knowledge sharing instead of formal learning in-house
- Unable to keep up with advancements in technology
- Current training method had negative impact on productivity

## Solution

- Partnered with Tooling U-SME to map and develop a core and job-specific customized on-line curriculum
- Offered computer access during the workday and encouraged employees to study at home
- Encouraged internal competition with incentives such as recognition, certificates, and rewards
- Provided on-site pre-hire assessment to better understand skills gaps

## Results

- Improved competency through cross-training
- Developed a consistent on-boarding process for new hires
- Boosted employee moral

