

Company achieves 55% less scrap in 18 months with structured on-the-job training program

“We’ve seen good results since starting our training – we’ve really decreased our scrap a lot. Time spent with Tooling U-SME is an excellent investment.”

— Training Coordinator

Challenge

- Hiring very inexperienced employees
- Inconsistent on-the-job training
- High rates of scrap
- Lack of learning and development buy-in from employees and leaders
- Higher turnover rates from employees that couldn’t run the machines
- Lack of supervisor investment in learning and development

Solution

- Created a new position (Training Coordinator) that only focused on employee learning and development
- Worked with Tooling U-SME to create a structured on-the-job training program
- Implemented vendor and leadership trainings in addition to staff training
- Developed performance appraisals and merit structure for each position

Results

- 55% reduction in scrap in 18 months
- Employee retention improved by 9% in 12 months
- Increased employee morale and educational buy-in

