

Custom resin solutions manufacturer develops training program with Tooling U-SME

“This has been a pretty large-scale learning services project, and Tooling U-SME has been very helpful throughout the development and implementation process.”

- Training Specialist

Challenge

- Missing training material for new site in different state
- Acquiring qualified workforce at two sites
- Replacing outdated custom classes
- Improving inhouse, instructorled training
- Implementing success measurement

Solution

- With Tooling U-SME, developed training program that includes program purpose, governance, records maintenance, employee progression, and roles and responsibilities
- Engaged subjectmatter experts from Tooling U-SME who understood company processes and documented tribal knowledge
- Created job qualification standards (JQS) and on-the-job training (OJT) materials
- Identified eight job roles at new site
- Created operating manuals for workers new to job roles
- Developed competency modeling
- Conducted JQS audits of employee

Results

- Implemented consistent training
- Lowered new-hire turnover
- Reduced of error rate and quality issues
- Created gr eater transparency— Employees can easily access and complete JQS training; trainers can see when employees are ready to be audited

