

Life-saving proficiency achieved through a blended training program

“The device we inspect has to work 24/7. Quality is critical. Tooling U-SME training not only helped us increase quality, it shortened learning curves.”

— Quality Manager

Challenge

- Lack of developed training program for all employment levels
- Struggle with cultivating and retaining top performing employees
- Lack of buy-in from senior management
- Unsatisfactory performance on the shop floor

Solution

- Started a 3-month pilot program with Tooling U-SME with a cross section of participants from all levels of employment
- Created an apprenticeship program by partnering with local high schools that granted students access to Tooling U-SME’s online catalogue and offered hands-on training on the shop floor
- Developed a blended program including online, in-classroom, and hands-on training
- Developed career path planning for all employees with annual development objectives and supervisory training

Results

- Overall improved performance on the shop floor
- Increased employee retention and reduced staff turnover
- Successful apprenticeship program was expanded to include local community colleges and veterans via the Department of Veterans Affairs

