

A glass manufacturer reduces scrap and rework by 50%

Tooling U-SME training has increased our operator efficiency – scrap and rework has reduced by 50%. And employees are excited about it. It's made a huge difference

Challenge

- Inconsistent training methodology across Portland, OR and Durham, England locations
- Lack of training assessment and tracking
- Employees are unmotivated and disengaged
- Low baseline of employee skill levels
- High levels of scrap and rework

Solution

- Utilized Tooling U-SME's unlimited subscription to the standard online catalogue of over 450 classes – allowed them to implement the training quickly
- Supplemented Tooling U-SME standard training with self-produced videos
- Accessed Tooling U-SME complete catalog of classes through company's own Learning Management System (LMS)
- Provided training for CNC Machinists and across the entire workforce

Results

- Increased level of employee engagement and training buy-in
- Improved critical thinking of operators has led to higher quality output and increased precision
- Quality and consistency of finished products have improved, with scrap and rework reduced by more than 50% in 5 years
- Company utilizes CNC Machining Centers for the machining of glass products - Tooling U-SME's standard classes have proven a good fit for their unique business

