

“SINCE WE COUPLED TOOLING U-SME ONLINE COURSES WITH HANDS-ON TRAINING, WE’VE ELIMINATED OVER \$40,000 WORTH OF SCRAP DUE TO LACK OF KNOWLEDGE.”

*Manager, People Development*

## CUSTOMIZED, ONLINE TRAINING REDUCES THE COST OF QUALITY FROM \$40,000 TO \$0.

### Challenge:

- ◆ Employee advancement was based exclusively on seniority, not merit
- ◆ Training was too dependent on tribal knowledge, not standardized instruction
- ◆ Training program lacked documented best practices and key performance indicators
- ◆ High cost of quality due to lack of knowledge with new technologies and procedures
- ◆ Recently acquired, company needed to transition from informal on-the-job training to measurable and standardized training practices and expectations

### Solution:

- ◆ Tooling U-SME created an incentive-based online and hands-on program to train employees for advancement in current positions and prequalification for specific job roles in advanced areas
- ◆ With buy-in from the union and plant management, Tooling U-SME built a comprehensive training program from the ground up
- ◆ Implemented well-defined career development paths for Assembly, Maintenance, Machining, and Quality positions

### Results:

- ◆ Saved more than \$40,000 in scrap in the first year
- ◆ Increased employee satisfaction and morale with voluntary, incentive-based program
- ◆ Onboarding time of trained technicians decreased from between six and nine months to just one month
- ◆ Program still yielding positive results in its fifth year

