

Ensuring training achieves results

MOVING FROM TRAINING MANUALS TO TRAINED OPERATORS

Training manuals are complete. Now what? Are you asking yourself these questions...

- How do I know my operators are actually safely and effectively operating the equipment?
- Do my operators on each shift all perform at an equally high (or equally poor) level?
- Why do I still have expensive vendors and my Mechanics operating the equipment?
- Why are my four Operators performing a changeover four different ways?
- Do my Operators scatter at the first signs of trouble or shy away from certain tasks



Training manuals ≠ Trained Operators

Just because you have a training manual, doesn't mean you have trained operators. Creating training manuals with standardized procedures is a critical first step to achieving performance goals. But it is just that... the first step.

The next step, and arguably the most important step, is ensuring that all Operators translate what they learned in training into their day-to-day jobs. Just because they signed a training attendance sheet does not mean they will suddenly perform like experts. Don't leave this key element to chance. Get peace of mind: Have your Operator demonstrate competency in every task.

Competency Checks = Trained Operators

The key to ensuring all Operators now perform like experts is Competency Checks. Competency Checks ensure each Operator becomes an expert during training by:

- Providing on-the-floor demonstrations and explanations for EACH TASK in your manuals or SOPs
- Giving learners individual, hands-on practice for each task until they feel confident performing it
- Giving learners task-diagnostic feedback on their performance after each practice session so they are 100% clear on what they are doing right and wrong
- Requiring each learner to perform each task in your training manual individually and 100% correctly, then having the trainer and learner both "sign off" on the performance of that task before moving on to the next task

So, after the Competency Check, they don't just say "I got it". They show it. Competency Checks allow you to evaluate each Operator under the very same conditions and standards found during actual production – connecting your training procedures to performance results that are observable and demonstrable.



Ensuring consistency across the board

Competency Checks help ensure consistency across all operators. Each operator demonstrates his ability to perform the same set of Competency Checks with the same set of performance standards. The Competency Check can only be completed one way, ensuring that everyone demonstrates the result the same way – every time.

Shift the learning to the real world

Competency checks shift the learning focus:

From the Classroom to the production floor: Competency Checks are performed on the production floor allowing you to evaluate an Operator's competency in a particular task – under the exact same conditions found during actual production.

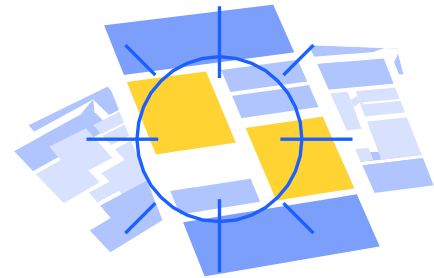
From the Trainer to the trainee: Learning becomes the responsibility of the Operator, giving them the freedom to:

- Choose the order they learn each procedure
- Progress through the material at their own speed, within set limits
- Practice performing a procedure until they are competent

Empower your Operators and improve their commitment to your organization's productivity targets. Trainers help guide, mentor, and facilitate your operators towards full competency in their respective roles during the structured training program. They don't have a "shadow learner" following them around for months on end affecting their productivity.

Training record keeping made simple

After training, how do you keep track of who has been trained in what? Each learner's achievement of each Competency Check is clearly tracked and recorded on a Skills Matrix so, at a glance, you can see who is certified in any given task and who is not. Based on your existing needs and system, we can deliver a stand-alone Skills Matrix report or work with you to integrate the data from the Skills Matrix into your training database.



Implementing Competency Checks

Much like your training manuals, the Competency Checks are only useful when implemented properly. This can be done by either Luminance certified trainers or your own team that has been trained to implement Competency Checks by Luminance.

- Using Luminance: Focus on your other priorities as you let Luminance offer you third party objectivity to evaluate and apply the Competency Checks to the highest standards.
- Using your team: Since internal staff possess the expertise, the relationships, and the credibility with the operators, many factories prefer to implement the training themselves. After attending Luminance's one-day *Deliver and Assess Training* course, your staff will be qualified to teach performance-based training programs, including implementing Competency Checks.

With your operators certified and competent in each task, have peace of mind and confidence that they will help you reach your productivity and safety targets.

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Version Nov 30, 2011

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