

Training and Qualification Support

NWI CONSULTING, LLC



Are your training programs consistently helping to improve plant performance? Are your training programs current with worker, station and industry needs and standards? Is line management involved in the training process? Are training procedures and processes developed to support plant efforts? How effective are your self-assessments and subsequent corrective actions? Is the instructional staff trained to use the training processes to support line efforts? How do you know? History has shown that a combination of the following factors is at the heart of many accreditation and/or probation issues. Company executives and senior managers who have had training programs go on probation have stated that the following factors were a significant contributor:

- Non-intrusive Training Program Assessment
- Deficient Line Training Program Ownership and Partnership with Training
- Overly-complicated Training Processes and Procedures
- Ineffectively Trained Instructional Staff

Upon review of your current training procedures, processes and implementation...do they address the following areas?

Training Program Assessment

Many training programs today use generic site self-assessment procedures to control and direct the special needs of training. Many lack detail and focus that will ensure consistent high quality results every time. The quality of your self-assessment program is dependent on what you've put in. Does it contain clear instructions of the self-assessment activities required/conducted, reports written, and actions taken?

Line Ownership of Training

The line organizations must own their training. The training organization must provide the line the necessary training and development to sustain plant improvement. While the line organization dictates the direction training efforts, the training organization ensures that the training is developed to provide plant-related, performance-based training. To provide performance-based training, both line and training personnel must be versed in when training is an appropriate solution, as well as when other interventions are better solutions.

Systematic Approach to Training and Training Processes

Training processes and procedures need to be written to support the line's efforts to improve plant performance. The ability to develop processes and procedures that can be used to rapidly respond to plant needs is necessary for training to respond to the line's needs. In addition, the processes and procedures need to be able to show how training has improved the plant – not only to show that the training is effective, but to ensure the training interventions have helped to improve plant performance.

Instructor Training and Development

The best processes and procedures will not work if the training staff is not trained in how to use them to benefit the plant. A well-trained instructional staff can use the systematic approach to training to respond to plant needs in a timely fashion.

The NWI professional team is experienced in all aspects of the accreditation process and the critical fundamental of using training as an effective intervention for plant improvement. If you find you may need detail in any of these areas, contact us for a review of your current self-assessment procedure/process.

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