

Implementing Action Based training and skills transfer in manufacturing workplaces through Workplace Performance Project (WPP)

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Workplace Performance Project (WPP)



Participants

- WPP provides an immediate opportunity to apply new skills by proactively identifying problems and working as a team to develop solutions.
- Provides skills and confidence needed to be part of the decision-making and problem-solving process.
- Validates skill acquisition through WPP and engagement with the employer

Employers

- Employers are engaged via WPP by providing support, feedback and validation
- Provides manufacturers with real business impact including millions of dollars in cost, time, efficiency savings and workplace intangible benefits.

Workplace Performance Project (WPP)

- Solve an authentic workplace issue
- Use 7-Step problem-solving strategy
 1. Identify the problem
 2. Study the problem – data gathering
 3. Root Cause analysis
 4. Develop a solution
 5. Implement the solution
 6. Review and Evaluate the solution
 7. Follow-up
- Create a PPT deck and present WPP
- Facilitator validates demonstration of skills and knowledge learned
 - Using a rubric to verify each key skill was applied
- Participant earns MEC Micro-credential



Workplace Performance Project (WPP)

WPP is a team project that seeks to improve team / departmental / organizational performance.

Goal: boost performance so that teams and organizations can meet their goals, satisfy customers and have a highly engaged workforce.

Main Steps:

- Identify a problem in the workplace that is impacting performance.
- Identify the root causes
- Propose solutions
- Implement solutions
- Evaluate effectiveness and ROI
- Present project and findings to key stakeholders





MEC programs with WPP's

- ☐ Supervisors and Managers
- ☐ Leadership
- ☐ Green Skills in Manufacturing
- ☐ Productivity and Continuous Improvement
- ☐ Production Workers
- ☐ Inclusive Workplace Training
- ☐ Health and Safety
- ☐ Psychological Health and Safety



Examples of Workplace Performance Project (WPP) Results


Title	Problem & Approach	Tangible Results
Order Entry Error Reduction	<p>Problem: Errors at the customer service level were resulting in lost revenue and decreased customer satisfaction/trust.</p> <p>Workplace Performance Project Approach: Meet and brainstorm with departments to gather appropriate reports and review error data. Review process and current Standard Operating Procedures. Assign tasks to resolve and address specific items.</p>	<ul style="list-style-type: none"> Errors are expected to decrease from 3.05% to 1.055% by December 2009 Prevention of \$174,816.43 in lost revenue
Waste Reduction and Organization	<p>Problem: Defective pirns accumulating in the twisting area were causing scrapped/downgraded yarn, messy appearances, unsafe work environments, delays, and waste collection issues.</p> <p>Workplace Performance Project Approach: Analyze issues with discarded pirns. Seek solutions for each issue to prevent or reduce waste. Educate operators on proper techniques to address issues, as well as collecting and storing pirns. Inspect collection buggies at the end of each shift.</p>	<ul style="list-style-type: none"> Increased safety Ability to recapture unused yarn on damaged pirns (11% waste reduction) Addressing pirn damage has increased operational efficiency and reduced overall waste
360-Degree Work Order Scheduling System	<p>Problem: Supervisors, Lead Hands, Material Handlers and Set-Up personnel are not following defined schedules. Time spent to develop schedules has increased with changing customer requirements.</p> <p>Workplace Performance Project Approach: Brainstorm with team. Conduct time studies for schedule development and examine lost productivity in terms of quantity and quality. Implement a new scheduling system to address issues.</p>	<ul style="list-style-type: none"> Reduced errors resulted in savings of \$20,000 over a one-month test period Schedule development reduced from 7.8 hours to 3.6 hours per week Reduced time taken to clarify instructions from 5.75 hours to 0 hours per week

WPP TOTAL IMPACT: Millions of dollars saved in time, costs, and efficiency!



Extract from a Past WPP Presentation

Problem Statement: The overall efficiency of the spinning department has dropped from 98.7% to 93.5% during the last month. The company's revenue and customer satisfaction have dropped due to late shipments.



Goal: Re-establish the company's 98.7% efficiency rate to stabilize revenue and customer satisfaction by September 9th, 2025.



Approach: Gathered data using check sheets.

Ends Down Report	Personnel Records (Trainees, etc.)	Absentee Reports	Maintenance Reports	Quality Reports	Team Brainstorming
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MEC Micro-credentials are issued in the form of a digital badge



Results:

- Hundreds of WPPs have been completed
- Millions of dollars in savings and increased profits have been realized
- Key skills and competencies have been demonstrated and validated
- EMC has issued hundreds of Manufacturing Essentials Certificate Micro-credentials that meet the needs of employees and employers

