***Quality Training***

Planning for quality training is the responsibility of the continuous improvement steering committee. Administration of training programs is performed by the training subcommittee comprised of the quality director, the plant manager, and the training manager.

All employees are classified into job groups. Each job group has documented minimum training requirements. Course descriptions for all required courses will be maintained. An individual record of each employee is kept showing the minimum training requirements, the required training achieved, and additional training received.

The training subcommittee sets goals for attaining 100% compliance to the minimum standards. Reports reflecting percent completion will be generated monthly and compared to the goals. The steering committee will evaluate the goals, progress towards meeting the goals, and take corrective action as necessary.

**Course: SPC 101**

*Intent: Provide a basic understanding and working knowledge of SPC techniques.*

*Content:*

* Frequency distributions
* Variation
* Pareto analysis
* Fishbone diagram
* P, NP, X&R, Moving range charts
* Process capability
* Control chart interpretation
* Documentation and corrective action

**Course: SPC 201**

*Intent: Expand and improve the participants knowledge of SPC learned in SPC 101. Concentration is on interpretation and practical use.*

*Content:*

* Frequency distributions
* Variation
* Pareto analysis
* Fishbone diagram
* P, Np, X&R, Moving range charts
* Process capability
* Control chart interpretation
* Documentation and corrective action

**Course: Zenger/Miller (Z/M)**

*Intent: Teach group organizational and leadership skills*

*Content:*

* Getting started - need and agendas
* Keeping moving
* Generating action and concluding
* Encouraging constructive participation
* Handling disruptive behavior
* Managing diversity
* Presenting ideas

**Course: Problem Solving**

*Intent: Teach a systematic approach to problem solving*

*Content:*

* Discovering problem areas
* Selecting and defining a specific problem
* Strategy for analyzing
* Collecting and analyzing data
* Generating alternate solutions
* Selecting a solution
* Implementing the solution
* Evaluating the results
* Holding the gains

**Course: University of Tennessee SPC**

*Intent: Provide intensive training in SPC and Quality Improvement*

*Content:*

* Frequency distributions
* Variation
* Pareto analysis
* Fishbone diagram
* P, Np, X&R, Moving range charts
* Process capability
* Control chart interpretation
* Documentation and corrective action
* Quality management
* Process improvement

**Course: AMAPS**

*Intent: Provide necessary training to use the AMAPS system*

*Content:*

* Purpose of AMAPS
* Computer terminal use
* Source documents
* Bill of material
* Accessing reports

**Course: CAD**

*Intent: Provide necessary training to use the CAD/CMM system*

*Content:*

* Receiving and digesting math data
* Off line inspection programs
* On screen comparisons of nominal to actual and mating parts
* Computer design
* Transfer of mylars to math data
* Programming CMM from CAD system

**Course: Design of Experiments (DOE)**

*Intent: Provide necessary training to perform DOE*

*Content:*

* Loss function
* Design of cycle phases
* Noise factor
* Interaction to reduce sensitivity
* Computer software for DOE

**Course: Supervisor**

*Intent: Reinforcement of supervisory skills*

*Content:*

* Team building
* Performance appraisals
* Discipline
* Problem solving
* Communication skills

**Course: Stop Safety training for supervisors (STOP-S)**

*Intent: Train supervisors in injury and accident prevention*

*Content:*

* Protective equipment
* Positions of people, tools and equipment
* Reactions of people
* Safety procedures
* Safety audits

**Course: Stop Safety training for floor employees (STOP-F)**

*Intent: Train employees in injury and accident prevention*

*Content:*

* Protective equipment
* Positions of people, tools and equipment
* Reactions of people
* Safety procedures
* Safety audits
* Eliminating unsafe acts

**Course: Core Safety Training**

*Intent: Teach supervisors injury prevention, accident reporting, and documented corrective action.*

*Content*:

* Job safety analysis
* Equipment safety analysis
* Area safety analysis
* Safety contact cards
* Accident investigation
* Safety audits
* Eliminating unsafe acts

**Course: Financial Training**

*Intent: Acquaint non financial managers with basic financial methods*

*Content:*

* Financial statements
* Analyzing financial statements
* Asset management
* Budgets
* Forecasting
* Capital

**Course: AMA Management course**

*Intent: Teach managers the core principles of management*

*Content:*

* Management principles
* Managing people
* Essentials of finance
* Leadership skills development

**Course: Project Management**

*Intent: Teach the fundamentals of project management*

*Content:*

* Introduction to project management
* Requirements for planning and control
* Work breakdown and structure development
* Techniques for developing the project plan
* Implementation, communication and reporting
* Managing the plan

**Course: Quality Procedures**

*Intent: Teach the intent and use of quality procedures*

*Content:*

* Quality Manuals
* Instructions
* Gaging
* Responsibilities
* Cost of quality
* Records
* SPC philosophy
* Material identification
* Corrective action

**Course: Just in Time (JIT)**

*Intent: Training in JIT philosophy and implementation*

*Content:*

* Identifying problem areas
* Tools for improvement
* Cost of quality reduction
* Lead time reduction
* Set-up reduction
* Inventory reduction
* Overlapping work cells
* Integrated work cells
* Measurement techniques