



Training preparation

Training

Daily support

- **Deployment plan & skill metrics creation**
 1. Who is taught in which process and when?
 2. Which qualification should who have when?
 - **Coordinate and visualize the deployment plan**
 - **Plan participants & resources** (time, place & date)
 - **Create/update standards** (SAB & AIB)
("Disassemble" process into its components)
! Names in the standard must correspond to visualizations!
 - **Update visualizations at the workplace**
! The main crunchpoints must be visualised on site!
 - **Set up training location**
(e.g. material, devices and aids)
! All "aids" required for the training must be on site!
 - **Prepare required documents** (e.g. "cheat sheets", orders, work plan and work content sheet)
- Regular observation in daily working life
 - ➔ Comparison with standard
 - ➔ Document OK-cycles in the work content sheet**! It's about the process, not the employee!**
 - Check with mentors for the standpoint of the employee
 - Update skill metrics (as soon as employee can execute process in target time):
qualification-level 3: Can work independently

Training overview

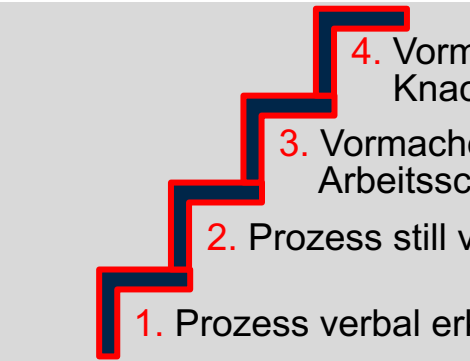
„ Cheat-Sheet“ Training



Preparation of the learner

- Greeting and personal introduction
!Pay attention to excitement!
- Explaining the teach-in procedure
- Find out the level of knowledge of the learner
! raise the learner's interest!
- Explain department, environment and product
!Pay attention to special features!
- Show workplace
!Use language from Gemba!
- Show suppliers & customers the process on site
- Position the learner according to his "leading hand"
- Explain the 4 steps

Demonstration by the trainer

- Demonstrate process:
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- **! Pay attention to understandable pronunciation and formulations!**
 - Ensure that the learner has no more questions!
Assume nothing as known to the learner
→ Ask questions!
 - Ask the learner to repeat the process according to the 4 qualification-levels
!Explain the 4 steps once again!

Repetition by the learner

- Learner repeats process according to the 4 steps:
- Close observation
 - **! If deviating from planned process: interrupt immediately!** (otherwise mistakes will be manifested)
 - **!confirm/ praise!**
 - **! Have the process repeated until it runs according to standard (focus: quality, not time)!**

Handover and next steps

- Clarify open questions
! Also unspoken questions must be clarified!
- Discuss next steps of his/her training
- Handing the learner over to a mentor
!Inform how the learner can "call for help"!
- Observe 5 cycles
!Document OK cycles on the work content sheet!
- Update skill metrics (Qualification-level 2: Has been trained in the process)

Overview of the training content

Take notes to prepare the learner



What do you want to look out for?

- Greeting and personal introduction

- Explaining the training procedure

- Ask the learner's level of knowledge

- Explain department, environment and product

- Show suppliers and customers of the process

- Show workplace/process

- Position the learner according to his "leading hand"

Overview of the training content

Take notes to prepare the learner



What do you want to look out for?

- Contents Explain 4 steps of the demonstration

- 1.) Explain the process

- 2.) Demonstrate the process in silence (without explanation)

- 3.) Demonstration with explanation

- 4.) Demonstration with explanation of the crunchpoints and their reason.

- Ensure that the learner has no more questions

- Ask the learner to repeat the process according to the 4 steps

Overview of the training content

Take notes to prepare the learner



What do you want to look out for?

- Have the process repeated according to the 4 steps:

- 1.) Explain the process

- 2.) Demonstrate the process in silence (without explanation)

- 3.) Demonstration with explanation

- 4.) Demonstration with explanation of the crunchpoints and their reason

- Observe the learner closely, while he/ she carries out the process

- Make sure the learner has no more questions

Overview of the training content

Take notes to prepare the learner



What do you want to look out for?

- Answering open questions

- Discuss next steps of his training

- Handing the learner over to a mentor

- Observe few cycles (e.g. 5 cycles)

- Update skill metrics (Qualification-level 2: Has been trained in the process)
