

Training System Assessment for Initial Understanding and Improvement Purposes

The following assessment is organized by **the 5 elements of a business system**. It promotes “system thinking” by evaluating a few key components of each of the 5 system elements. An effective training system will not only ensure effective and efficient job training and qualification but also provides the foundation for continual improvement of all aspects of the operation.

***Continuous Improvement Starts with a Consistent / Repeatable and Stable Operation***

Provide a rating for each item and comment as necessary to meet the objectives of the assessment.

Production Jobs – Basic Training System Assessment						
1. Roles & Responsibilities	5 high	4	3	2	1 low	Comment
Personnel responsible for doing the training is well-defined. The trainers are enabled and capable.						(list who / positions)
Personnel who determine qualification are well-defined. They are enabled and capable of determining qualification.						(list who / positions)
Personnel responsible for documenting how jobs are to be performed are well-identified, enabled and capable of doing that.						(list who / positions)
Those who are responsible for making changes / updates to training documents are well-defined, enabled and capable.						(list who / positions)
2. Tools, Equipment	5	4	3	2	1	Comment
Up-to-date work instructions <u>designed for training purposes</u> exist (job steps, how-to, why, visuals).						
The tools, equipment, information for performing the job are readily available to the trainee.						
There is a tool (test, questionnaire, checklist) for determining job qualification for the trainee.						
There is accessible / usable documentation (matrix) of which employees are qualified on what jobs.						

3. Practices, Methods	5	4	3	2	1	Comment
Employees are consistently performing jobs the one best way.						
There's an established "one best way" to do the training and to determine job qualification.						
Cross-training / cross-qualification are commonplace.						
Visual aids (mistake proofing) are used to help ensure consistency and effectiveness of performance.						
4. Expectations / Metrics	5	4	3	2	1	Comment
Quantitative expectations (metrics) are in place that set daily / hourly production expectations.						
Real time outputs / metrics are tracked that compare expectations and results.						
Barriers to effective performance (problems) are consistently identified and documented.						
Metrics have been developed for evaluating training effectiveness.						
5. Know-how	5	4	3	2	1	Comment
Supervisors know how tasks are to be performed and can quickly recognize non-conformance.						
Employees are aware of customer specifications (next customer and ultimate customer).						
Personnel use a specific problem-solving process to identify, prioritize and solve problems.						
Other items worth noting:						