

## Case Study | Process Specific Training

**Customer:** Fiberglass Molding

**Challenge:**

1. Improve First Time Yield(FTY) through process training
2. Standardize processes across 3 shifts



**Benchmarking:**

1. High incidence of rework/rejects caused by operator technique
2. Currently have no training program, minimal new hire training
3. Infrequent process audits

**Solution:**

- Creation and execution of process specific training program
- Fundamentals training for new hires
- Process and part specific training for experienced operators

**Results:**

- **11% increase in FTY** on the specific, targeted process and parts
- Established roadmap to implement training across multiple plants

