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# BLUE BIRD

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## **Safety Internship**

D'Arlous Madden

May 13-August 16

Supervisor: Robert Watts, Director Env. Health & Safety

# Letter of Transmittal

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Dr. Helen Grady  
Department of Technical Communication  
Mercer University  
1400 Coleman Avenue  
Macon, GA 31207

Dear Dr. Grady,

I would like to present my final report after completing my summer internship at Blue Bird Body Company in Fort Valley, Georgia.

The report contains the following parts of my internship at Blue Bird:

- Background information of the Blue Bird Body Company and the internship itself
- The biggest projects that I worked on during my 3 month stretch at the company
- A reflection and evaluation of my job performance
- Recommendations to Blue Bird Body Company, the Technical Communication (TCO) Department, and future TCO interns

On Friday, September 6, 2013, I will present the contents of my report in a 30 min presentation to you and the other professors, potentially my employer, and others in attendance. I have compiled a portfolio of all of the work that I have completed to represent my efforts along with this final report.

I asked my supervisor if the materials that I developed were allowed to be shared to the department and others, and he assured me that they were. Even though I received the permission to present this information, I will exclude some of the finer details on some of the materials for confidentiality purposes. I plan to include 4 deliverables:

- Hazardous Waste and Injury Dashboard
- Chemical Mapping of the North and South Campuses
- Press Break Safety Training
- Safety Audit

If you have any questions or need further clarification on any part of this report, please contact me at (423) 834-5008 or via email at [darlousmadden@gmail.com](mailto:darlousmadden@gmail.com)

Sincerely and much appreciation,

D'Arlous Madden



## Executive Summary

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I worked in Blue Bird's Environmental, Health, and Safety (EH&S) Department as their Safety intern. I really enjoyed my experience at Blue Bird Corporation, a company with its roots in Christian beliefs, the family dynamic, and an all-around investment in those that are the backbone of the company. For my internship, I developed and accomplished 3 learning objectives:

1. Learn to effectively communicate in a high-risk business environment
2. Learn the new requirements for Blue Bird Corporation under the ISO
3. Develop learning material that adheres to these new requirements

In my role as a Safety Intern at Blue Bird Corporation, I worked on projects as needed and played the "jack-of-all-trades" role. The projects that I was assigned varied from one day projects to those that took a week or two to complete. My main project towards the beginning of my internship was to develop a training video for the first mandatory and international ISO standard dealing with hazard communication. As my internship continued, I was asked to develop more training videos. The training I developed for the press break operators marked the most freedom I was given to complete an assignment. This freedom allowed me to approach this training project in multiple ways:

- I filmed and actively participated in the operations of the press break that most incidents occurred on
- Broke down the steps needed to safely operate a press break and developed best management practices (BMPs)
- Conducted meetings with employees, supervision, and other administrative members of the Blue Bird South Campus to gain multiple perspectives on the cause of the incidents

I also worked on many other projects, including developing a dashboard that tracks hazardous waste disposal and injuries, developed area specific audits for each department of the plant, mapped out the chemicals on the plant floor for both the North and South Campuses, technically edited and reformatted company policies, and developed standard operating procedures.

During my twelve-plus week internship at Blue Bird, I accomplished all of my objectives plus some and identified many of my strengths and where I can improve. Identifying my weaknesses allows me opportunities to improve my skillset and become a more valuable employee. My greatest strength is being able to relate to others and effectively communicate in a way that bridges the expectations of supervision and the employees; my greatest weakness is staying motivated when not stimulated by projects that are not meaningful to me.

Upon completing and going into the extension of my internship, I developed a few recommendations for the EH&S Department at Blue Bird, Mercer's Technical Communication (TCO) Department, and future interns:

- EH&S Department: Improve planning and organizing of interns summer projects to avoid unnecessary downtime; this will lead to more efficient use of company time.
- TCO Department: Incorporate more verbal communicating classes into the curriculum; this will better prepare students to effectively communicate on paper and in a public setting.
- Future Interns: Be well rounded and supplement your TCO major with useful complementary minors or classes; the industry setting is dynamic and requires a well-rounded skill set.

I was very thankful for the opportunity to work for a company that better resembled as family, so I hope I contributed meaningfully for the betterment of such a great company.



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## 1. Introduction:

Before I get into what I did and am doing during my internship at Blue Bird, it helps to understand the company's background, a little bit about the EH&S Department I worked in, my position, and the learning objectives and project timeline to which I adhered.

### 1.1. Blue Bird Overview

Blue Bird Corporation is a bus manufacturing company that is based in Ft. Valley, Georgia. The company was started in 1927 by Albert Luce, Sr. and was one of the first bus manufacturers to utilize steel to construct buses. From Blue Bird's beginnings, the company has always been a leader amongst leaders in the bus producing market.

Blue Bird, just like Chick-fil-a, has its roots in Christian beliefs. The company truly believes in investing in its employees and creating a family amongst the 1,500+ employees. Blue Bird also invests in the relationships with its clients. Every bus that is produced at the plant is different and is customized per the production orders received every day.

The most important aspect about Blue Bird is its dedication to ensuring that children are safe when riding one of the buses the company produces. Blue Bird has partnerships with many school bus safety councils such as The American School Bus Council (ASBC), The National Association for Pupil Transportation (NAPT), National School Transportation Association (NSTA), and others.

### 1.2. EH&S Department

Blue Bird's EH&S Department is a part of the Human Resources Department at Blue Bird. There are 5 main functions of this department:

- Regulate chemical use, hazard waste, and injuries
- Test and implement the safest personal protection equipment (PPE)
- Develop standard operating procedures (SOPs) and best management practices (BMPs)
- Audit the different areas of production to ensure employees are following SOPs and BMPs of production
- Create preemptive and corrective training for high risk operations of production

The EH&S Department currently consists of 2 employees, but the responsibilities of at least 4 employees.



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### 1.3. My Job

I was hired as Blue Bird's Safety Intern. My main projects included developing training for the new Hazard Communication program, developing the hazardous waste and injury tracking dashboard, mapping the chemicals on the plant floor for the North and South campuses, developing and editing policies, analysis reports, and safety instructions, and developing SOPs and other training materials.

My knowledge of the principles of instructional design, documents design, technical editing, communication, and psychology were my greatest assets in successfully accomplishing my learning objectives and exceeding the expectations of my supervisor. This knowledge and experience allowed me to develop well-informed recommendations.

### 1.4. Learning Objectives

I developed learning objectives for my internship to guide my experience and cater it to developing my technical communication skillset. My supervisor, Robert Watts, and my advisor, Dr. Helen Grady, approved these 3 objectives:

1. Learn to effectively communicate in a high-risk business environment
2. Learn the new requirements for Blue Bird Corporation under the ISO
3. Develop learning material that adheres to these new requirements



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## 2. Narrative

At Blue Bird, my role was as an well-arounded individual who created reports, mapped out chemicals for Blue Bird's emergency plan, developed audits and dashboards, and technically edited polices and safety instructions. During my internship, however, I began to solely take on the role of training developer. This training included creating training videos and SOPs. Creating training and SOPs from scratch was probably the most interesting aspect of my experience at Blue Bird.

### 2.1. A Typical Day

As Blue Bird's Safety Intern, my day was anything but typical. Since I worked on various projects and was the "jack-of-all-trades" within the department, my weekly and even daily schedule varied. Here are a few examples of what I worked on from day to day:

- Meet with my supervisor to discuss the project for the day or continue to work on an ongoing project
- Go to the South Campus and gather footage on press break operations
- Conduct a meeting with supervision and administration on the progression of the press break training project
- Go back the North Campus and design the training according to the recommendations and notes gathered from the press break footage
- Record voice overs

### 2.2. Main Projects—Instructional Material

As stated, one of the responsibilities of the EH&S Department is to develop standard operating procedures (SOPs), best management practices (BMPs), and create preemptive and corrective training for high risk operations of production. These three types of materials were collective labeled as instructional materials.

It was my responsibility to facilitate the creation of these instructional materials. Since there currently are only 2 people within the EH&S Department, these responsibilities took a back seat to other more pressing operation. The addition of my position allowed for the department to catch up and even get ahead on creating training for employees.

Blue Bird asked me to develop these instructional materials to:

- Lower the frequency of accidents that occurred on the press breaks at the South Campus
- Educate employees on the new Hazard Communication Program
- Educate employees on the SOPs and BMPs of their day to day operations



As the instructional design specialist, I worked alongside employees of the both campuses, supervision, and even the administration to properly gain all of the perspectives to determine the best way to communicate the training.

### **2.3. Chemical Mapping**

Chemical mapping involves locating and labeling the various chemicals that are on the plant floor. The EH&S Department has been trying to develop an emergency evacuation and response plan for the past year and was unable to complete it due to many other responsibilities and little human resources. These reasons placed me in the proper position to excel. Providing fire fighters with information of what chemicals are on the plant floor allows them to choose the appropriate means to, for example, put out a fire caused by a certain chemical. The other implications of mapping the chemicals was to collect data on the chemicals that Blue Bird uses the most and figure out if we have the corresponding material safety data (MSDS) sheets.

This project was a little more explicit than my instructional materials projects:

- The plant floor needed to be completely surveyed
- Information was gathered from the containers holding the chemicals
- The chemicals corresponded to a certain department and coordinate location on the plant floor
- Chemicals must be accounted for and labeled on a facility map

I served as the information gatherer and map developer on this project. I had to work quickly yet meticulously locate every chemical as possible.

### **2.4. Reports, Policies, Audits, and Dashboard**

The minor and usually day long assignments that I was responsible for include the creation of various reports, technically editing policies, creating and formatting a hazardous waste and injury dashboard. Although I spent the majority of my time the aforementioned projects, these other assignments were just as important.

For instance, Rob had data that came back from a lab analysis of the vents in locations throughout the plant and needed to present them in such a way that those he was presenting the data to could easily understand what they meant. That need directly applies to what technical communication is as a discipline.



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Another aspect of technical communication that I was able to apply to my responsibilities as the Safety Intern was my knowledge of technical editing. There were many existing policies at Blue Bird, but some of the information was out of date, contained errors, and were not in a standard format. For instance, a few policies talked about Wanderlodges which is a product that Blue Bird no longer produces. Since Blue Bird just recently got ISO certified, they are under stricter regulations in regards to documentation, so I had to format the policies in a consistent and approved way.

The last minor assignment that I was responsible for was the hazardous waste and injury tracking dashboard. This project could almost be considered a major project due to the amount of work that was put into it. The objective of this assignment was to neatly organize and track the amount of hazardous waste that was disposed of and the frequency of injuries per supervisor. The hazardous waste category allows the EH&S Department to compare hazardous waste for each fiscal year to see if there trend is pointing towards “Green” operations. The injury category allows the department to analyze which supervisor has the highest frequency of injuries and potentially the most unsafe operations.



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### 3. Analysis and Evaluation

My internship was geared towards completing the learning objectives that I set before myself to my best abilities. I also highlighted my strengths and weaknesses due to the nature of the job. Being the safety intern showed me a lot of great aspects about myself and the company. There were also areas that I saw could use some improvement.

#### 3.1. Completion of Learning Objectives

I feel that I accomplished all of the learning objectives that I developed for this internship. I have grown more in many different areas of technical communication, but my instructional design and documentation skills have grown the most. I am confident in my understanding of corporate culture, and presenting the findings during experience at Blue Bird.

##### ***3.1.1. Completion of LO1: Learn to effectively communicate in a high-risk business environment***

After all of the experience I have had developing training and procedures, I feel confident in paying close attention to details in order to effectively communicate a message in a high-risk business environment. The press break training module that I created was the project that helped me achieve this objective the most.

I had to do a thorough investigation on the source of the problems associated to press break operations, gain insight on what is considered the best management practices of these operations, and effectively convey the message of the training materials that was best suited for the audience.

##### ***3.1.2. Completion of LO2: Learn the new requirements for Blue Bird Corporation under ISO***

I was quickly acquainted with ISO when during my first two weeks at Blue Bird. I was responsible for creating the training module for the new Hazardous Communication Program that is mandatorily being implemented internationally, and specifically, Blue Bird.

The way that business that deal with hazardous and flammable materials communicate these dangers is changing, so being familiar with this new standard was imperative to the completion of this training module.

##### ***3.1.3. Completion of LO3: Develop learning material that adheres to these new requirements***

My last objective of learning to develop learning material that adheres to the new requirements was reflected in every training module that I developed for Blue Bird. Each module pertained to either an ISO or OSHA standard or was the result of a problem that has occurred within the plant.



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### **3.2. Performance Analysis**

While I was overall pleased with my performance in my internship, I've identified areas where I was the strongest and where I can improve upon:

- Strengths:
  - Relating and communicating to the audience (employees), thanks to the TCO program
  - Adapting and being able to complete any task asked of me
  - Actively listening and absorbing useful information that may not be obvious upon for glance
  - Fine tuning and showing appreciation in my workmanship
- Opportunities to Improve:
  - EH&S Department: Organization of intern's work flow and projects, because some days I had nothing to work on
  - EH&S Department: Invest in software that is conducive to developing materials
  - TCO Department: More formal presentation training and communication tactics
  - Future Interns: Encouraging future interns to supplement their TCO studies with useful and complementary subjects and minors

### **3.3. Pros and Cons**

No internship is perfect in every regard; there is always room for improvement and growth. Blue Bird is a great company to work for and is inviting with its family appeal, but it has its shortcomings

#### **3.3.1. Pros**

There were many positive aspects of interning at Blue Bird:

- Having Rob as my supervisor was one of the best experiences. He had some much to teach me and was willing to do so. He always told me that he would give me the tools to be successful if I was willing to listen
- I loved working in the EH&S and Human Resources Departments. I love people and being able to apply what I have learned as a TCO major, so being within a people friendly and documentation heavy team of departments was a perfect match
- I was given high-level projects that were important to the development and resurgence of the department at Blue Bird

#### **3.3.2. Cons**

Although there were many positive things about Blue Bird, there were aspects of my experience that could have been better, too. These things are necessarily bad, for they helped me adapt.



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- The corporate culture of Blue Bird was very relaxed, but relaxed to the point of settling for what is comfortable. People were sometimes very stuck in their ways and did not want to accept the notion of change.
- The technology available to produce the training was far behind the curve and at time hindering to the production of the modules.
- Even though Rob being my supervisor was a pro, it was also a con. Rob was and is a very busy man since he is the head of the understaffed EH&S Department. Rob would sometimes have plenty of work for me to do but not enough time to tell me.

Once again, these cons were not necessarily bad, but sometimes worked against what I was trying to accomplish during my tenure at Blue Bird.



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## 4. Key Takeaways

During my internship, I developed recommendations for the EH&S Department, the TCO department, and future interns.

### 4.1. Takeaways for the EH&S Department

The Blue Bird EH&S Department has provided me with great experience; however, there is opportunity for improvement. I have identified 3 opportunities:

- Increase Staff Size and Intern Workflow
  - After experiencing how much work actually goes into the EH&S Department, there is a need for at least one person
  - The two-person staff being busy makes getting the intern work very difficult since they are too busy to instruct the intern at times
- Propose Better Software for Training Development
  - The software limited the quality of the training modules
  - Software that is more geared towards creating training will increase the level of professionalism
- Invest in a Content Management System (CMS)
  - A lot of the material used in reports, policies, audits, and other documents were repeated
  - A CMS would make inserting these repeated materials easier, which makes work more efficient

### 4.2. Takeaways for the TCO Department

After putting my TCO knowledge to the test, I can see how our program can improve and become better:

- Form interdepartmental connection with Communication department
- Make communication classes mandatory rather than electives

### 4.3. Takeaways for Future Interns

I've offered recommendations for both the department I worked in and the department I studied in, but the most important recommendation I can make is to the future of TCO.

- Take value in everything that you do in every class during your studies. You never know when an opportunity will arise to use that valuable skill.
- Get used to setting objectives and becoming your own project manager. The reality of it all is that you will be working on multiple projects, so clearly defining objectives and allocating the proper amount of time to each school assignment/project/etc., will prepare you for the industry.
- Learn from every opportunity that you experience. Even if your internship is not exactly what you wanted, take the lessons offered and use them towards your personal growth.

# Chemical Mapping: North and South Campuses

Blue Bird's EH&S Department's safety responsibilities is a part of ensuring employees and emergency response personnel are properly aware of the hidden dangerous at the North and South Campuses.

As a part of this responsibility, the EH&S Department developed two emergency evacuation and response plans. These plans were developed to accomplish three objectives:

1. Create a safe route and rendezvous point for plant evacuation
2. Educate emergency response personnel on the chemicals being house in the facilities

## **The Need:**

The EH&S Department placed me as the project head on this project to help fill certain needs:

- The EH&S Department has been holding off on developing evacuation and response plans due to a limited staff
- The amount of chemicals on the plant floors has been difficult to account for since there is a limited staff

## **My Role and Results:**

I worked with the supervisors of each plant, my supervisor Rob, and his assistant Valerie in order to gather information on the proper identification of chemicals:

- Discover the location of the chemicals
- Record the location and container type of the chemicals onto notepad
- Record the name and part number of the chemical in their container onto notepad
- Properly label facility maps with the corresponding locations of chemicals

## Chemicals on Production Floor

I-24: Anti-freeze

J-10:

- PLX150-55R (Red)
- PLX151-55C (Clear)
- SM5522 Acrylic Sealant

J-27:

- Spectralean Purge
- School Bus Yellow Spectra
- Black Spectracon SPU9000
- Astro White Delfleet

K-8: PLX150-55R (Red)

K-25: Paint Kitchen (L-25-28/K-25-28)

- BBB Thinner 4
- Urethane Hardener
- School Bus Yellow Spectra
- Sep 2K Gray Primer
- White Ultra Durable
- Astro White Delfleet
- Spectralean Purge

M-18: SM5522 Gray Sealant

N-9:

- Magnolia 6375, Yellow (Part A)
- Magnolia 6375-1, Blue (Part B)

N-10: BCG-3250D Asphalt Emulsion

N-15: BBB Thinner 4

N-20: DeVan Sealant

N-25: Non-RCRA Regulate Waste (Undercoat Clean-up)

N-29: Non-RCRA Regulated Waste (Alto-dry Clean-up)

Q-16: Non-RCRA Regulated Waste (Waste Oil)

Q-19: Regal R&O ISO 32 Tool Oil

Q-29: Non-RCRA Regulated Waste (Alto-dry Clean-up)

O-37: SM5522 Acrylic Sealant

R-12:

- Delo Synthetic Gear Lube SAE 80W-140
- RPM Universal Gear Lube SAE 80W-90

R-17: Non-RCRA Regulated Waste (Waste Oil)

T-29: Diesel Exhaust Fluid

T-30: Bus Batteries

T-31: ATF-94-A (Type A ATF) Transmission Fluid

T-32: Chevron Multifak EP2

V-31:

- Motor Oil SAE 5W-30
- Diesel Exhaust Fluid

W-19: Non-RCRA Regulated Waste (Waste Oil)

X-36: Windshield Washer Fluid

Y-32:

- PLX150-55R(Red)
- Hazardous Waste (Foam Can Clean-up)
- Hazardous Waste (Aerosol Can Clean-up)
- Non-Regulated Waste (Undercoat Clean-up)

AA-5: Hydraulic Fluid Rando HD ISO 32

AA-30: PLX150-55R (Red)

BB-32:

- School Bus Yellow Spectra

- Black Spectracon SPU9000
- Astro White Delfleet
- BBB Thinner 4
- Naphtha
- Acetone Solvent

BB-33-34:

- Hazardous Waste (Acetone, Xylene) (x 2)
- Black Spectracron SPU9000
- White Ultradurable
- School Bus Yellow Spectra
- Acetone Solvent
- VM&P Naphtha (x 2)
- BBB Thinner 4 DR448 (x 4)
- GXH1080 Urethane Hardener
- Flammable Cabinet

CC-6: : Non-RCRA Regulated Waste (Waste Antifreeze)

## Chemicals on Production Floor (South Campus)

### Building 1:

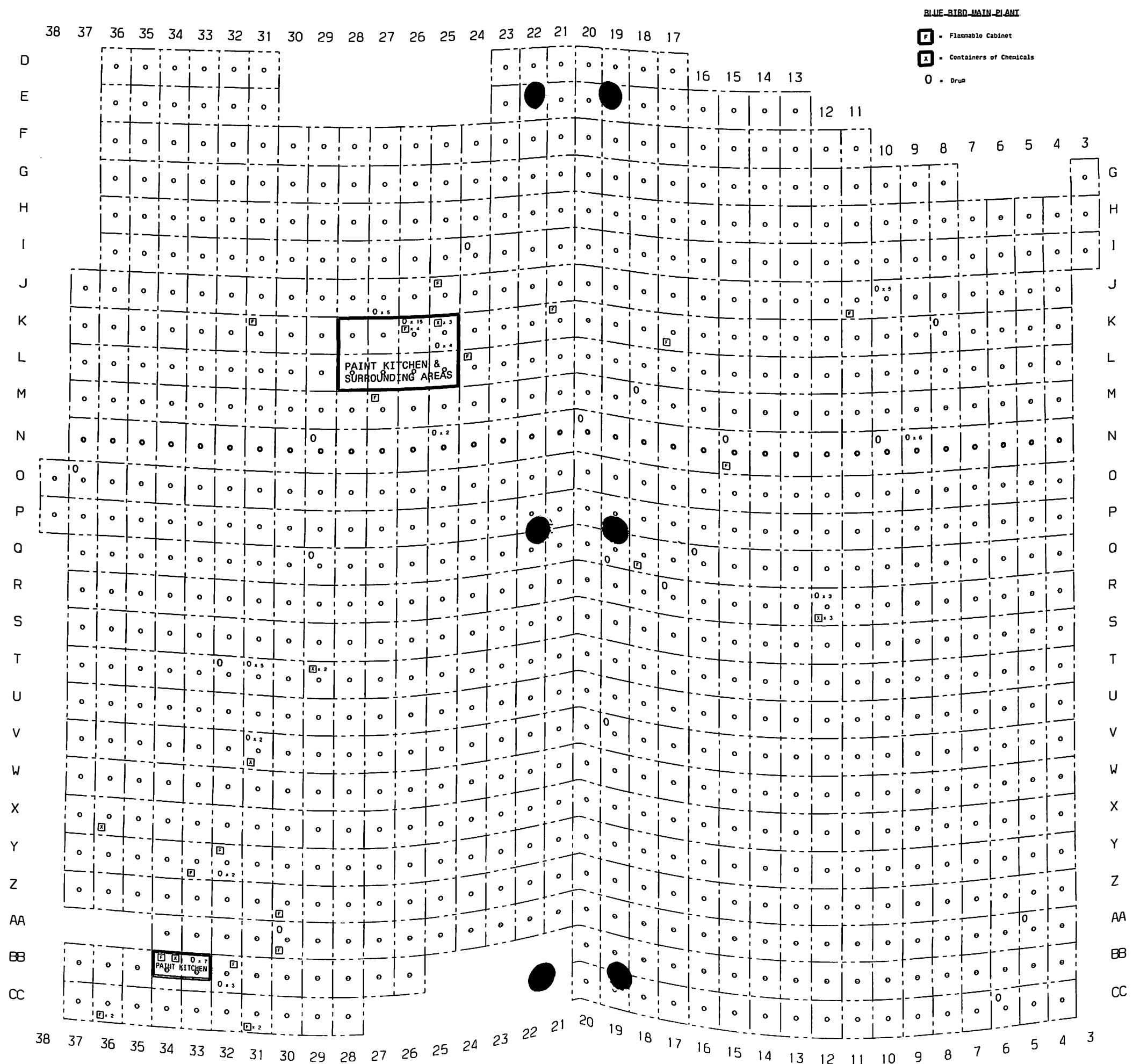
- Tool and Die:
  - \*Waste Oil Drums (Near Tool and Die)
  - \*\*Basket of Paint and Epoxy (Tool and Die)
- Outside of Maintenance:
  - Air Gas Tanks
    - Oxygen
    - Nitrogen
    - Argon
    - Carbon Dioxide
  - Towerdraw E-413 (x3)
  - AW ISO 36 Hydraulic Oil (x2)
  - Rando HD ISO 68
  - DTE EXCEL 46
  - Chevron Meropa ISO 680
  - Non-Hazardous Material [Waste Oil (L120334)]
  - Chevron Multifak EP1
  - Chevron Gear Compound EP ISO 220
- Inside of Maintenance:
  - Tough Guy Degreaser (VOC and Solvent Free Degreaser)
  - Preservative Oil W-3C (x2)
  - Waste Oil (AW ISO 46)
  - Chevron Multifak EP0
  - Chevron Meropa ISO 680
- Bow Bending Area
  - ISO Gard Freon (x3)
    - Little tanks
  - Towerdraw E-413 (x3)

### Building 2:

- Supply Room
  - Clorox Bleach

\* = No label

\*\* = Containers out of reach in order to read labels



## BLUE\_BIRD\_SOUTH\_1.

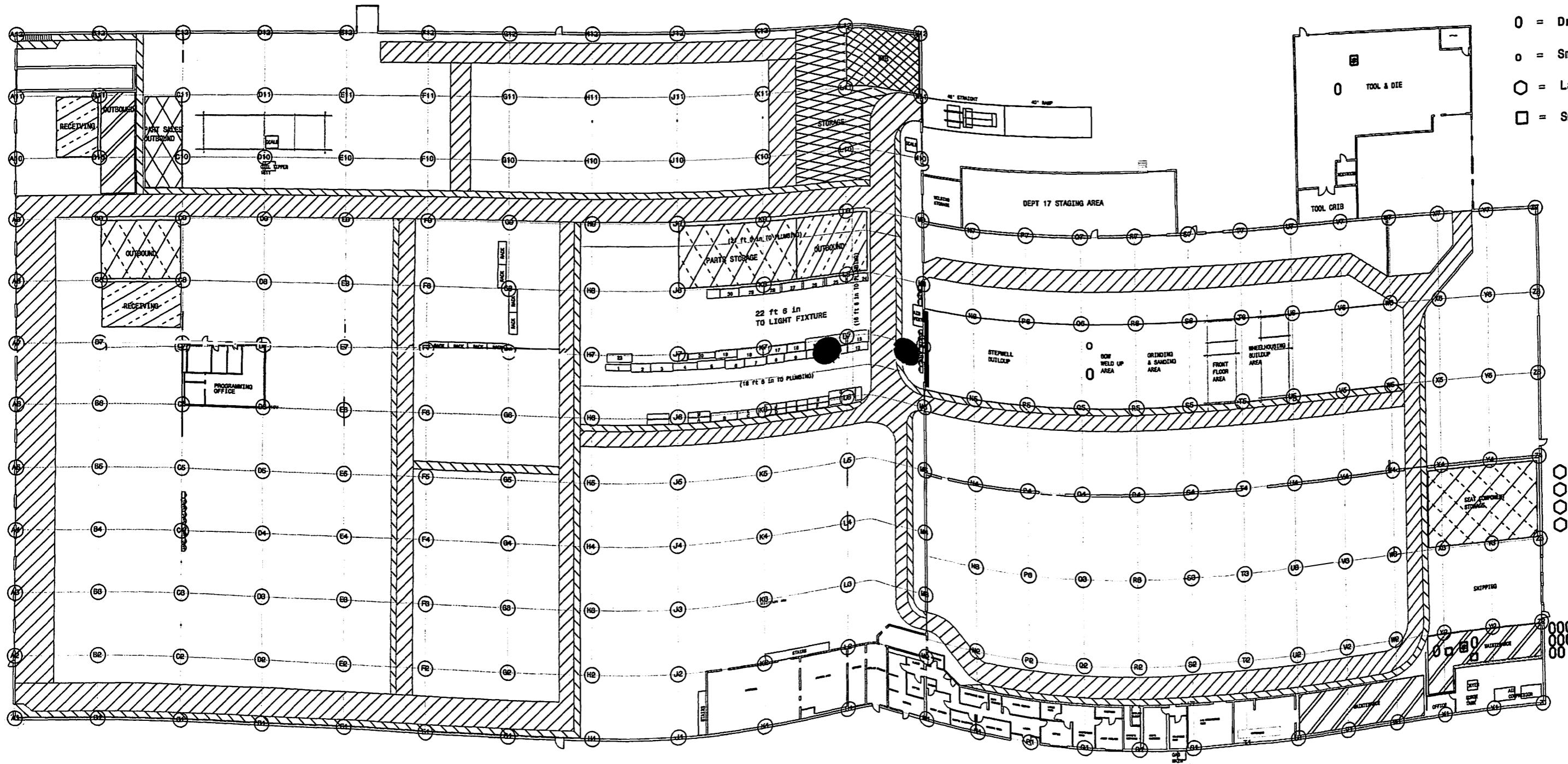
= LARGE QUANTITY THAT'S NOT A DRUM OR TANK

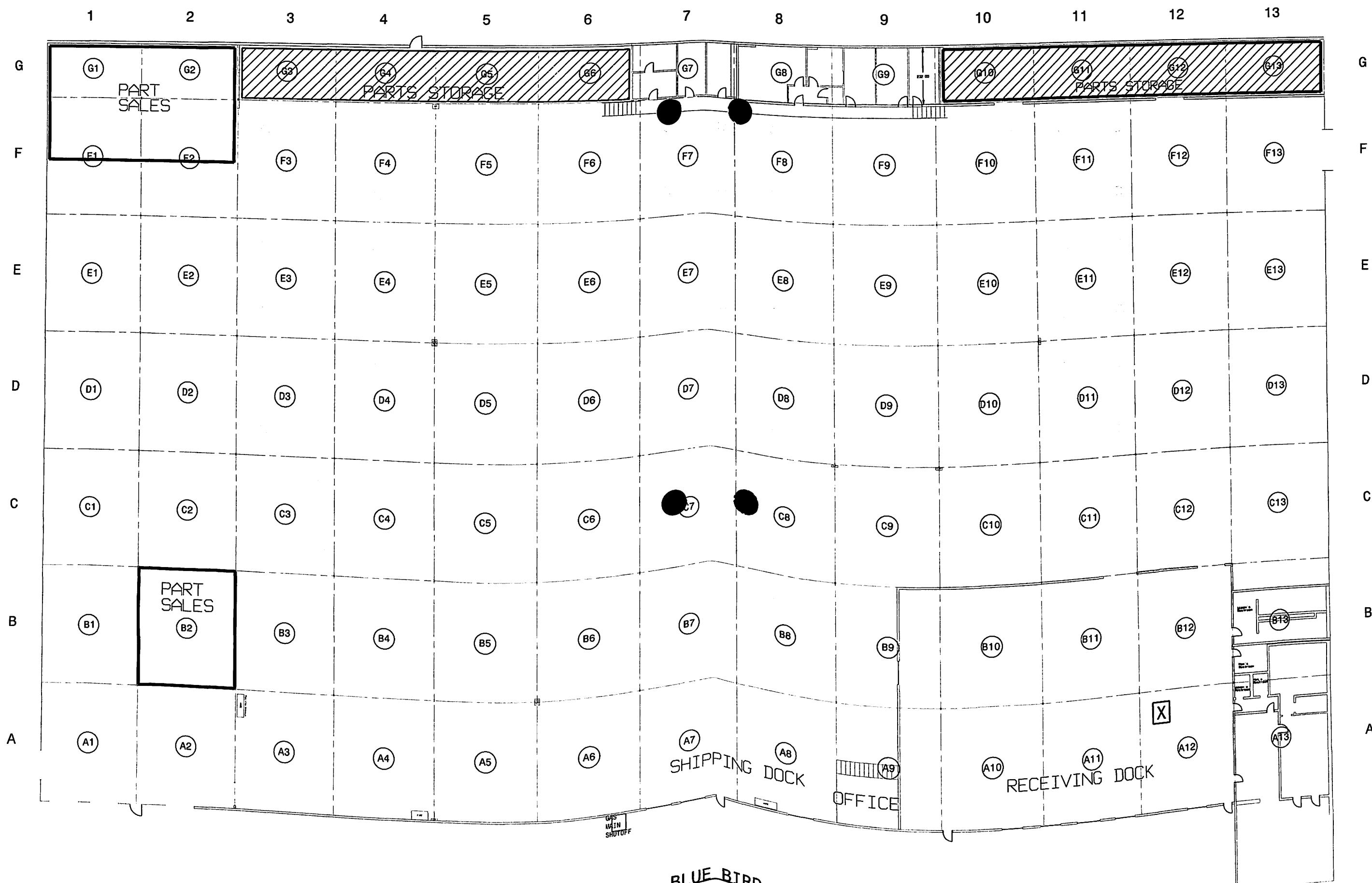
= Drum

= Small Tank

= Large Tank

= Small Container





# Hazardous Waste and Injury Dashboard

Blue Bird's EH&S Department's safety responsibilities is a part of ensuring the hazardous waste produced and injuries that occurred at the North and South Campuses are accounted for.

As a part of this responsibility, the EH&S Department developed a hazardous waste and injury tracking dashboard. This dashboard was to accomplish three objectives:

1. Create a way to organize the hazardous waste and injury data in a concise manner
2. Graphically display the trend of waste production and injury occurrence
3. Allow for supervision and administration to compare fiscal waste and injury occurrence and pinpoint sources of abnormal spikes or drops

## **The Need:**

The EH&S Department placed me as the project head on this project to help fill certain needs:

- The EH&S Department has been receiving large amounts of data, but did not have the time to organize it all
- The formulas with the data were complex and deserved to be carefully constructed

## **My Role and Results:**

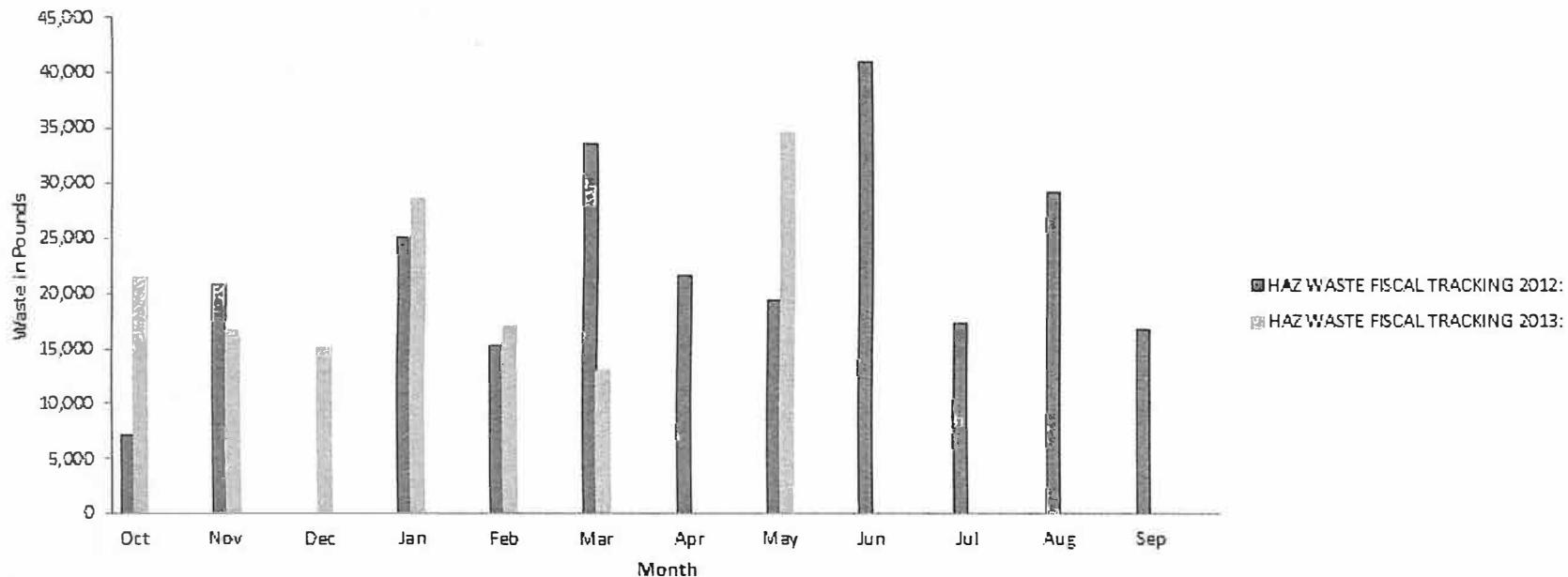
I worked with, my supervisor Rob and his assistant Valerie in order to gather information on the waste produced and disposed of and the injury frequencies of each supervisor:

- Look through the data from the previous fiscal year and this fiscal year
- Create a spreadsheet with the proper category labels
- Insert the data in its proper place and formulate calculations

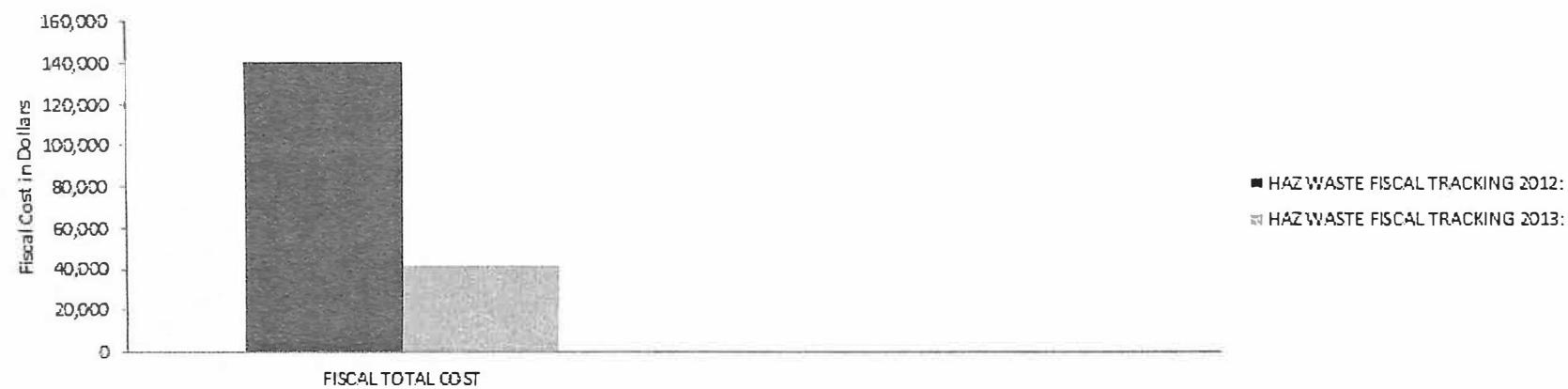
**Hazardous Waste Manifest Record**

ETW

## POUNDS OF WASTE BY MONTH FISCAL TRACKING



## WASTE DISPOSAL COST FISCAL TRACKING



# Press Break Training

Blue Bird's EH&S Department's training responsibilities is a part of ensuring employees are properly educated on the best managements practices (BMPs) of operations.

As a part of this responsibility, the EH&S Department develops training modules that reflect these BMPs and communicate the importance of their implications in safely conduction operations. Specifically, the press break training module was developed to accomplish three objectives:

1. Create a standard and physical set of instructions for new hires and current employees operating a press break
2. Combat the recent problem of high-injury frequency
3. Educate employees on the BMPs of press break operations

## **The Need:**

The EH&S Department placed me as the project head on this project to help fill certain needs:

- The EH&S Department noticed that this problem is becoming too much of a problem
- Needed someone with an instructional design background to completely dedicate their time to creating this training

## **My Role and Results:**

As an instructional design specialist, I worked with one of the safety representatives/press break operators, one of the supervisors, my supervisor Rob, and the South Campus Plant Manager, Jerry on three main aspects of the process:

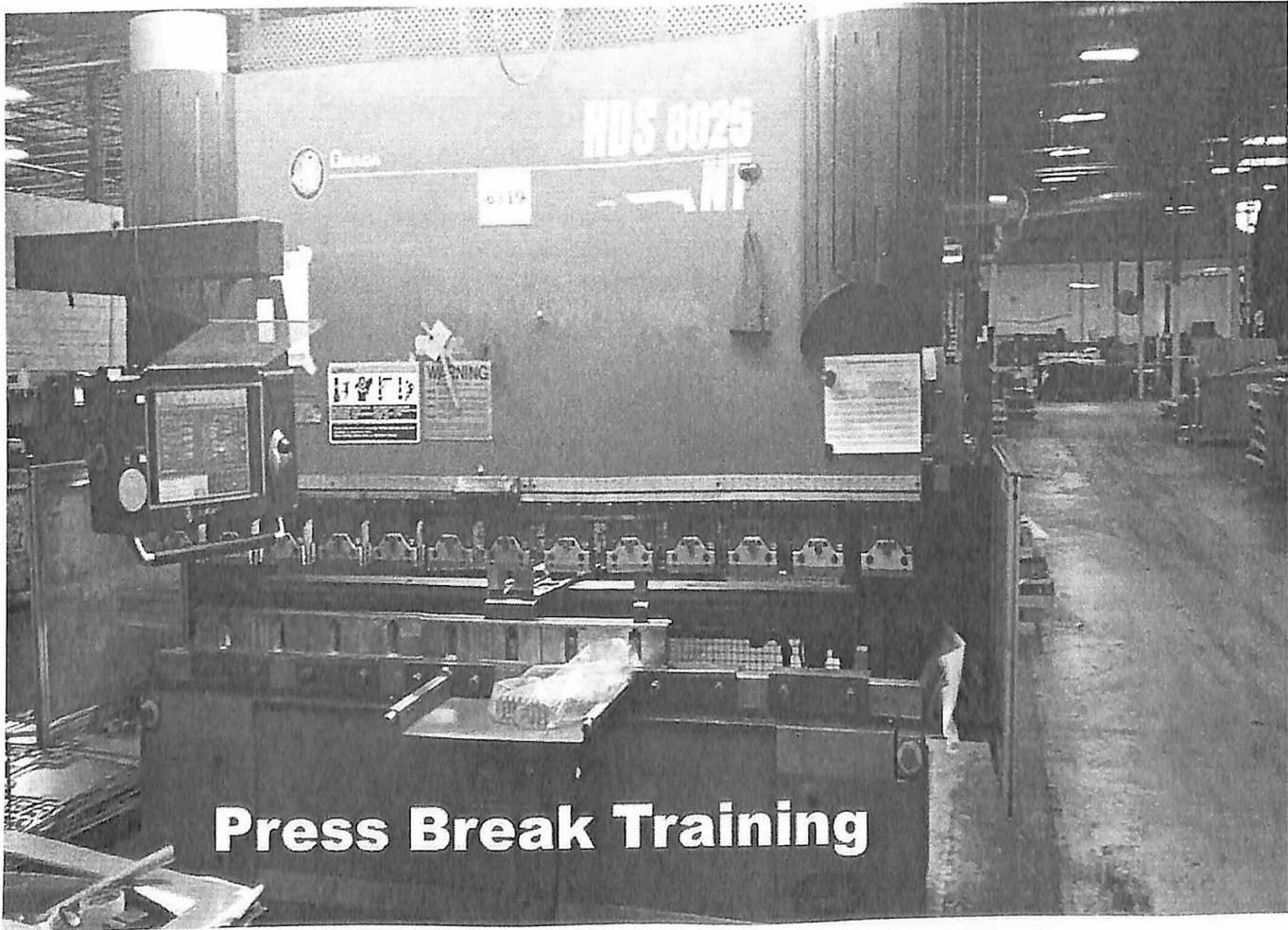
- Gathering information on the safe operations of the press break
- Investigating what the root of the problem is
- Creating an effective and coherent training module that communicates the message of safety and correct operations

80:00

# Press Break Training



This is an audio based training. Please take the time to adjust the audio volume accordingly...



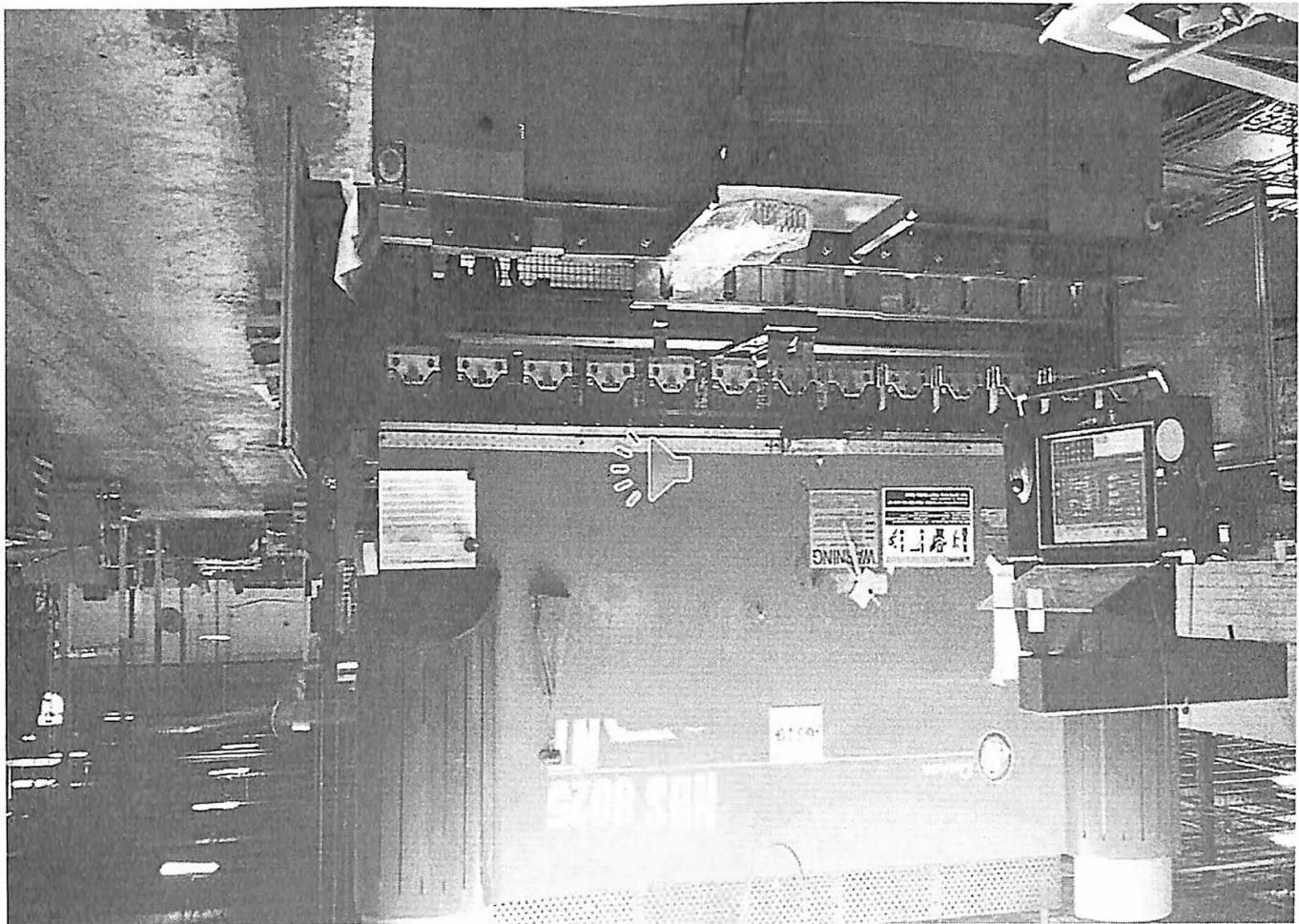
**Press Break Training**

## Overview

- Introduction: The Press Break at Blue Bird South
- Operations: The Press Break at Blue Bird South
- Introduction: The Control Panel 
- Authorized (Most Common) Changes: The Control Panel
- Actions with High Risk Potential
- Best Management Practices (BMPs) of Press Break Operations
- Results of NOT following the BMPs of Press Break Operations

# Introduction: The Press Break at Blue Bird South

South  
Break at Blue Bird  
Operations: The Press

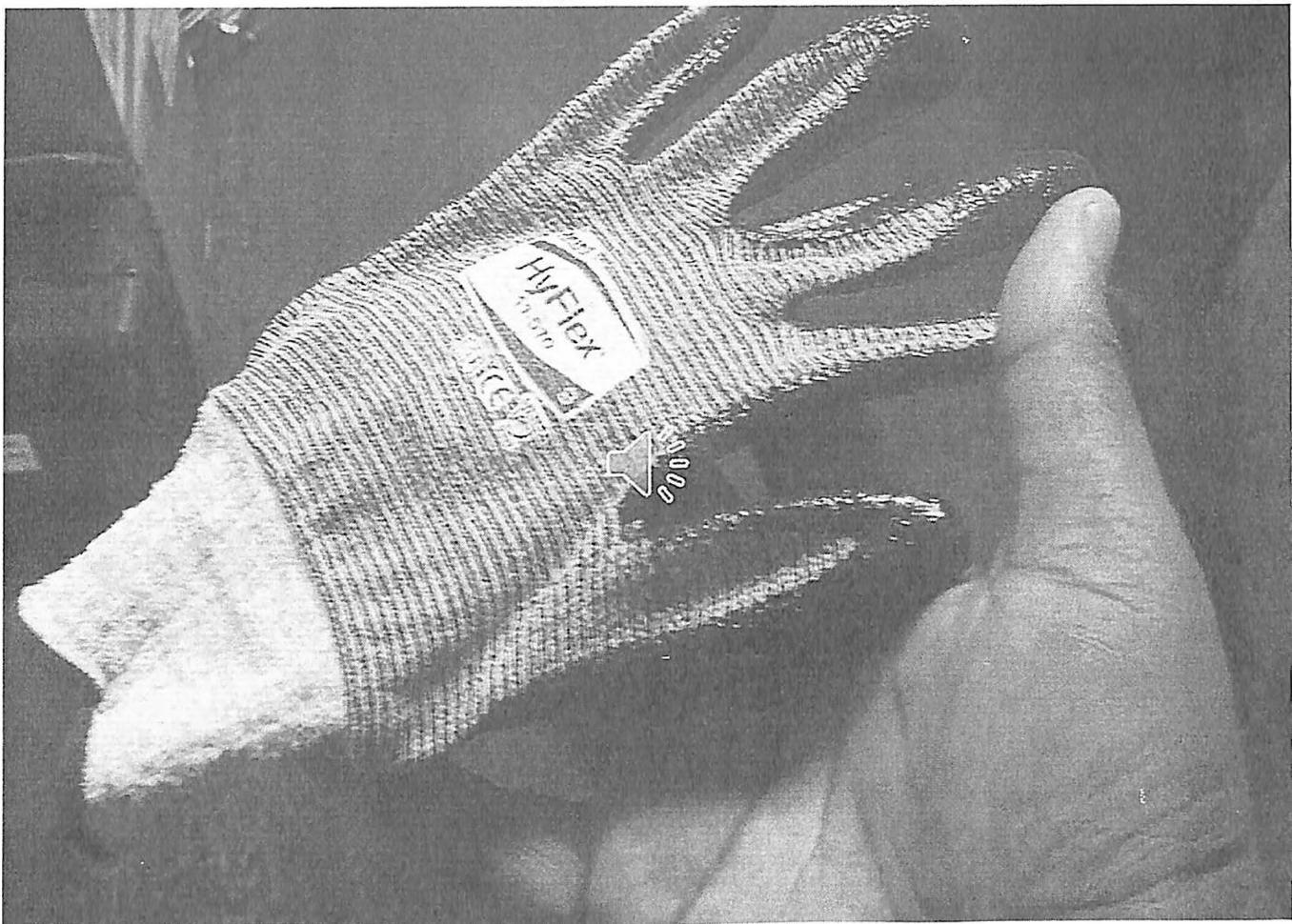


# Operations: The Press Break at Blue Bird South

- Step 1: Pick up the part that is to be pressed
- Step 2: Place the part between the die and the die punch
- Step 3: Remove or properly  place hands on a safe location on the part
- Step 4: Properly place your foot and operate the press break pedal
- (If Necessary) Step 5: Remove and Change the part's position for the next break
- (If Necessary) Step 6: Repeat steps 2-5 until part is finished
- Step 7: Place finished part in its proper place

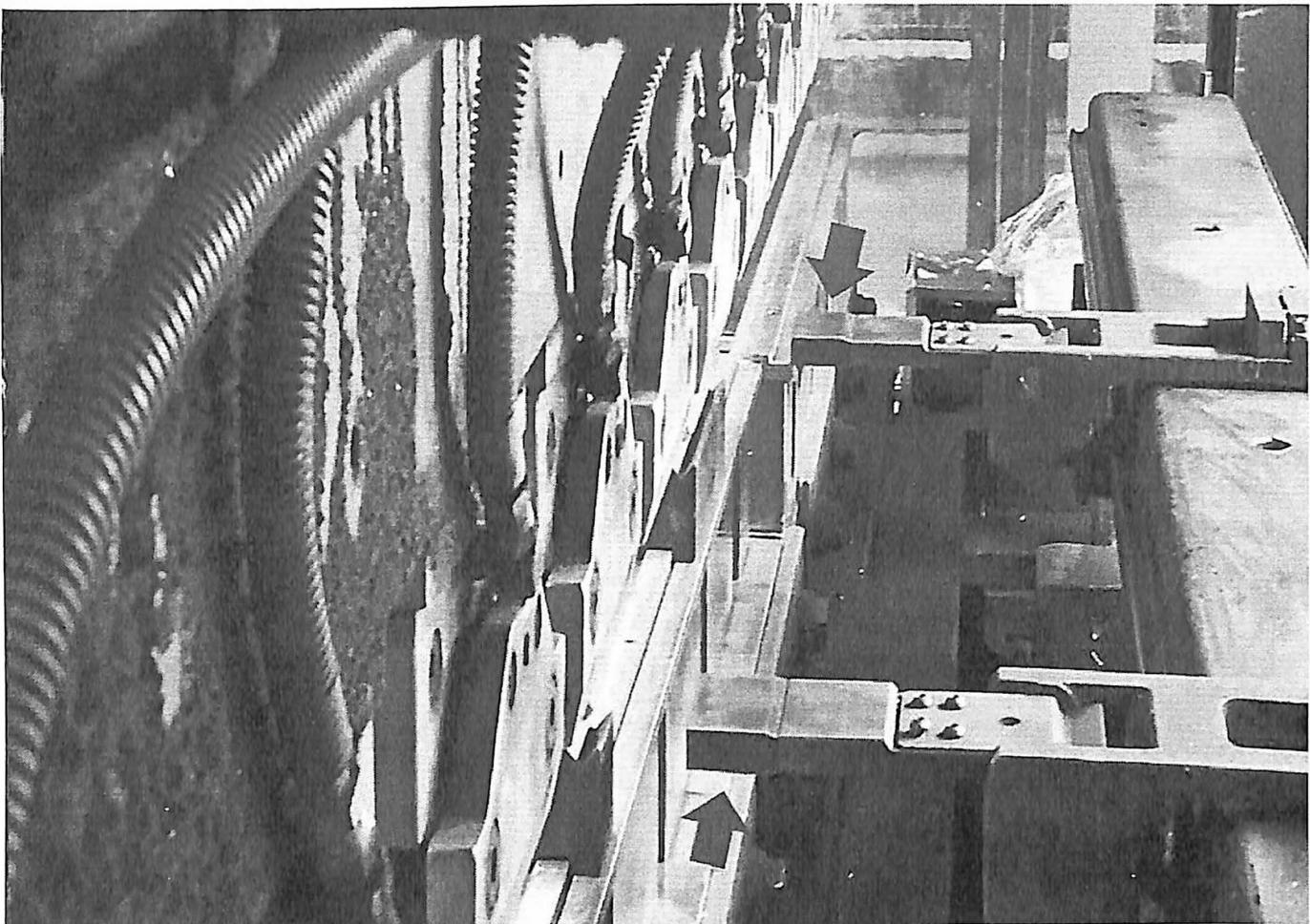
Step 1: Pick up the part





Step 2: Place the part

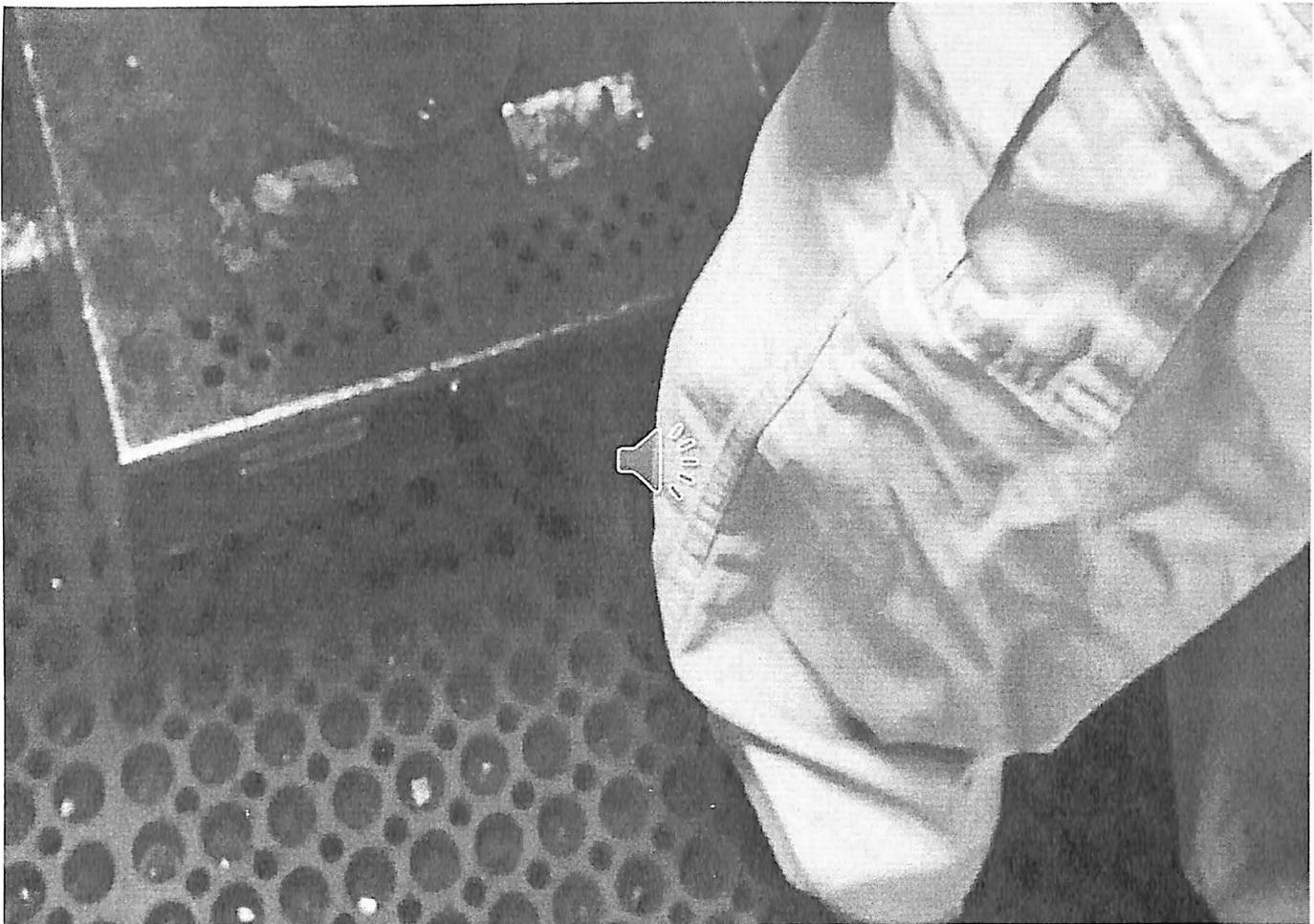




Step 3: Remove or  
Properly place hands



Step 4: Properly place  
foot



Step 5: Remove and  
Change part's position if  
necessary

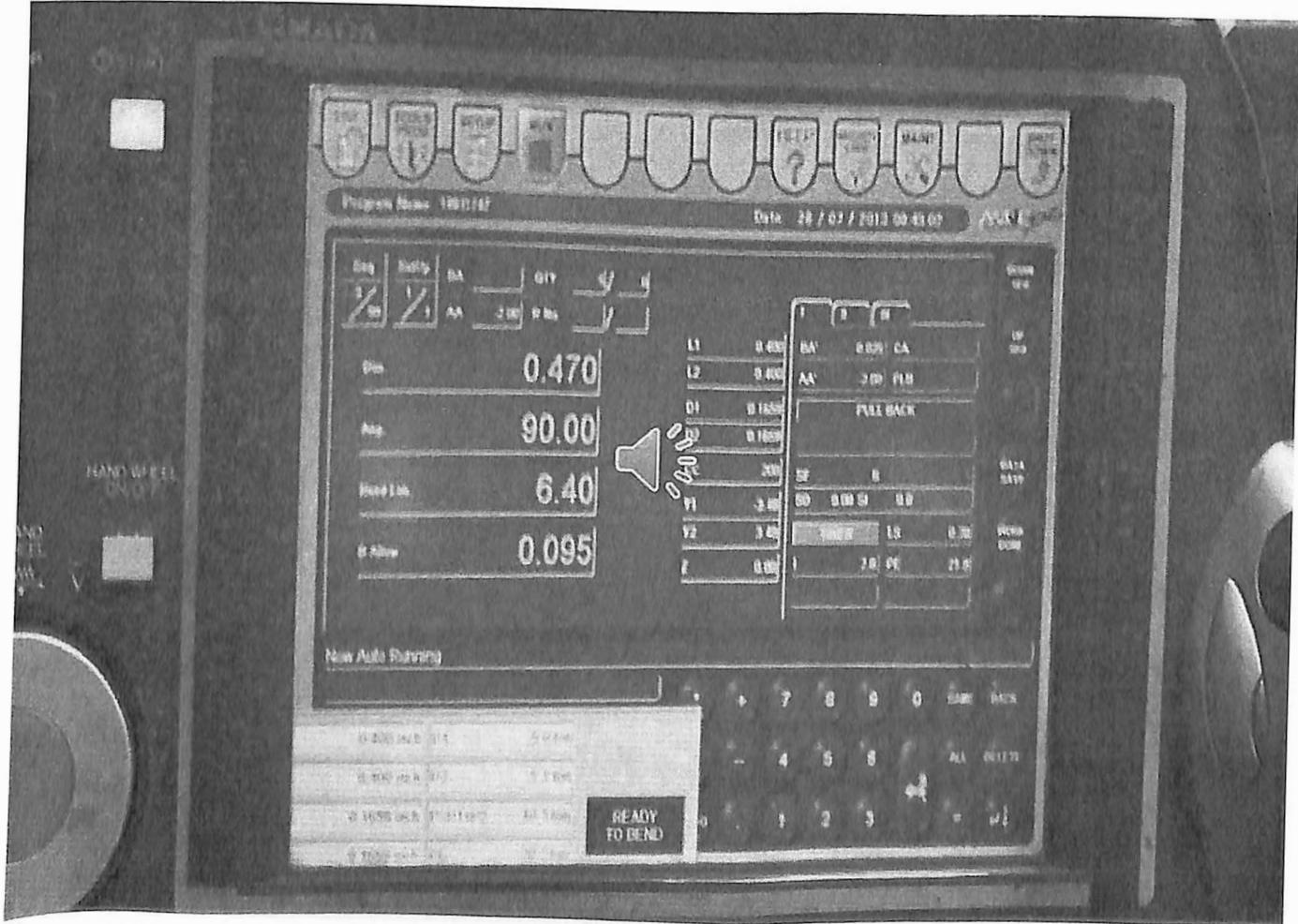


Step 6: Repeat Steps 2-  
5 if necessary

# Step 7: Place finished part in proper place



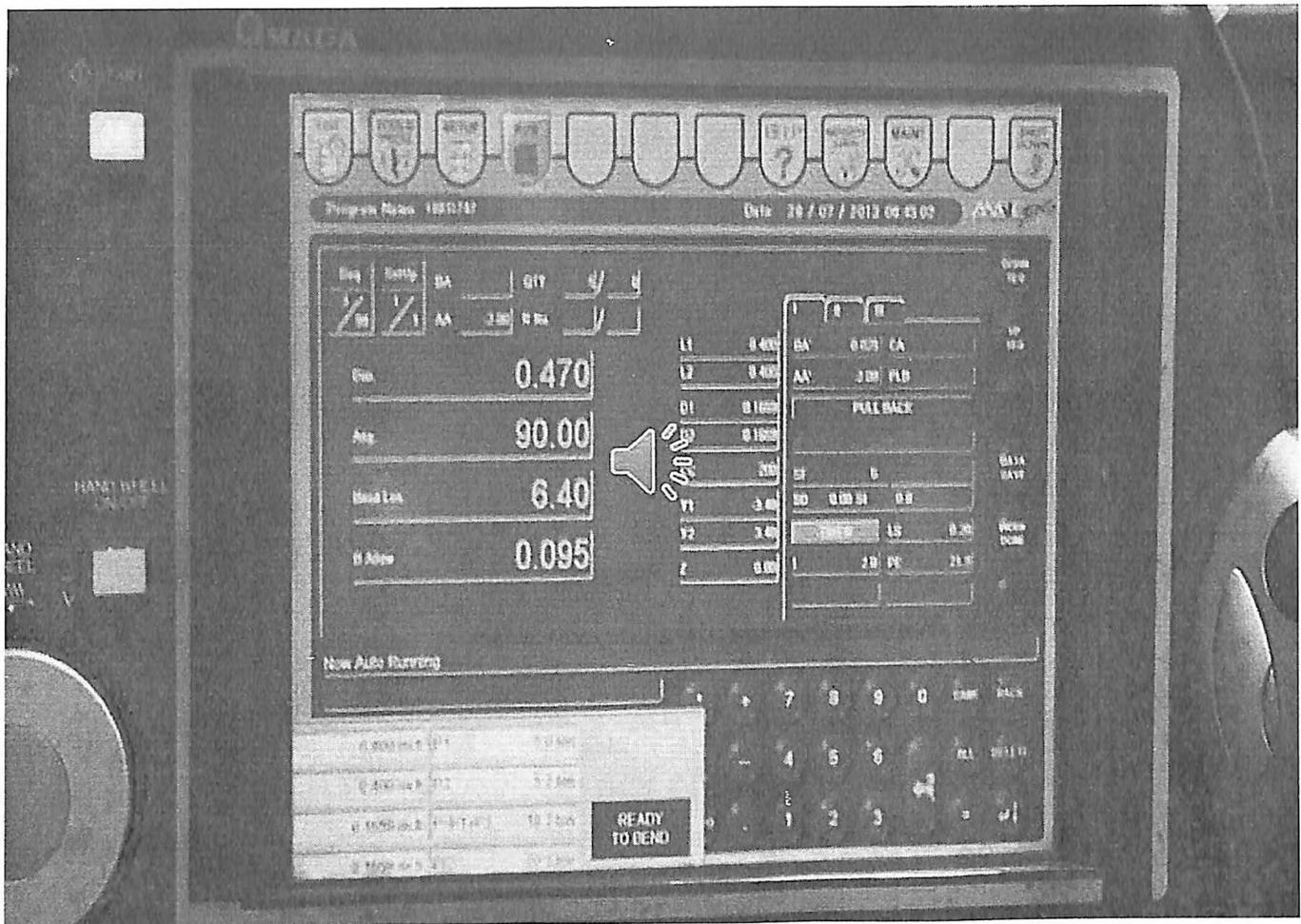
# Introduction: The Control Panel



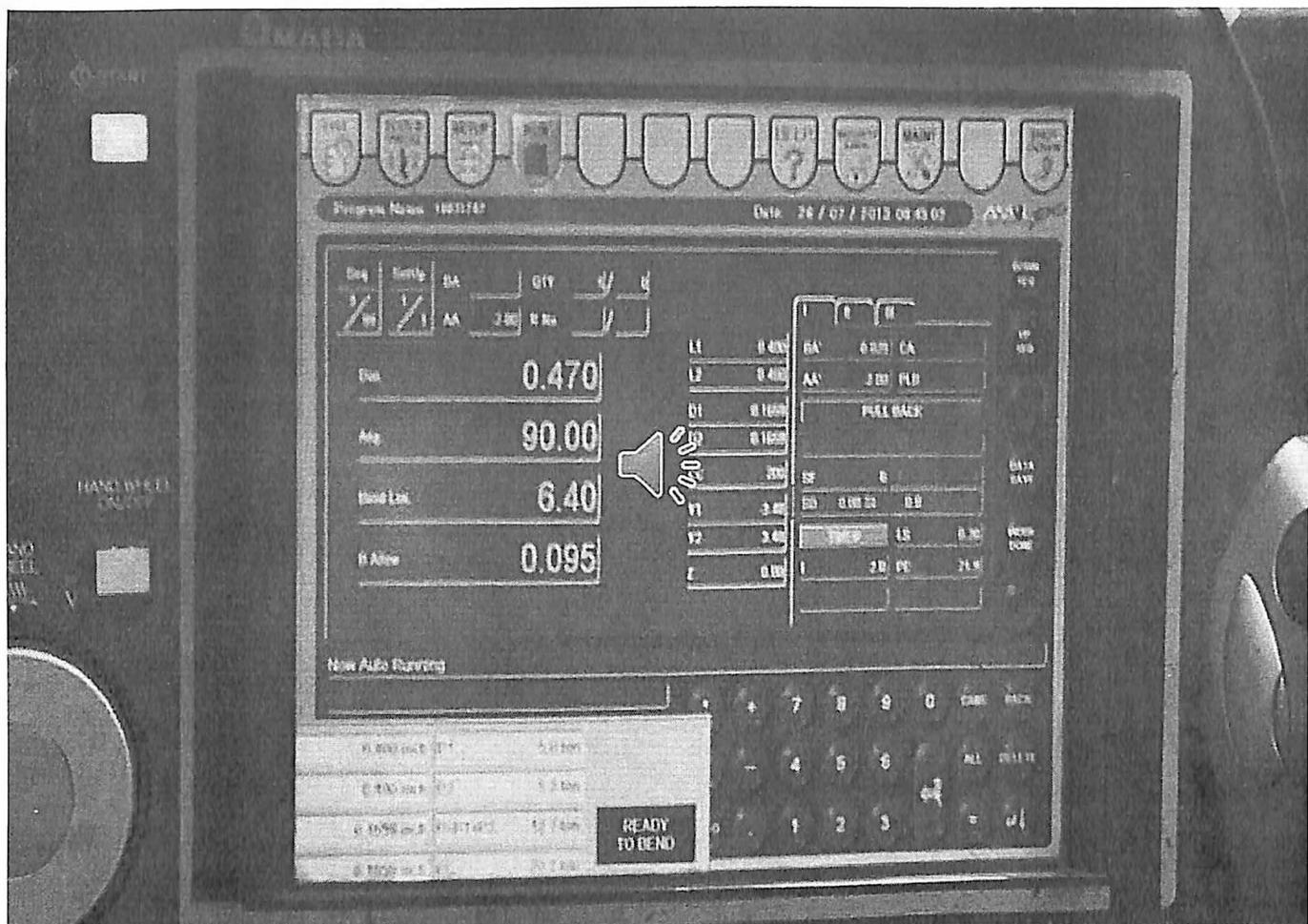
## Authorized (Most Common) Changes: The Control Panel

- SF: Sets the speed at which the press break completes a full stroke
- SD: Sets the hesitation before the press break performs a break
- Timer: Sets time between breaks
- Pullback: Sets how far back the “stop” bars retract before a break
- BA and BA': Adjusts where and how much of the material is bent for every break (BA) or for an individual break (BA')
- AA and AA': Adjusts the angle that the part is bent to for every break (AA) or for an individual break (AA')

SF Control

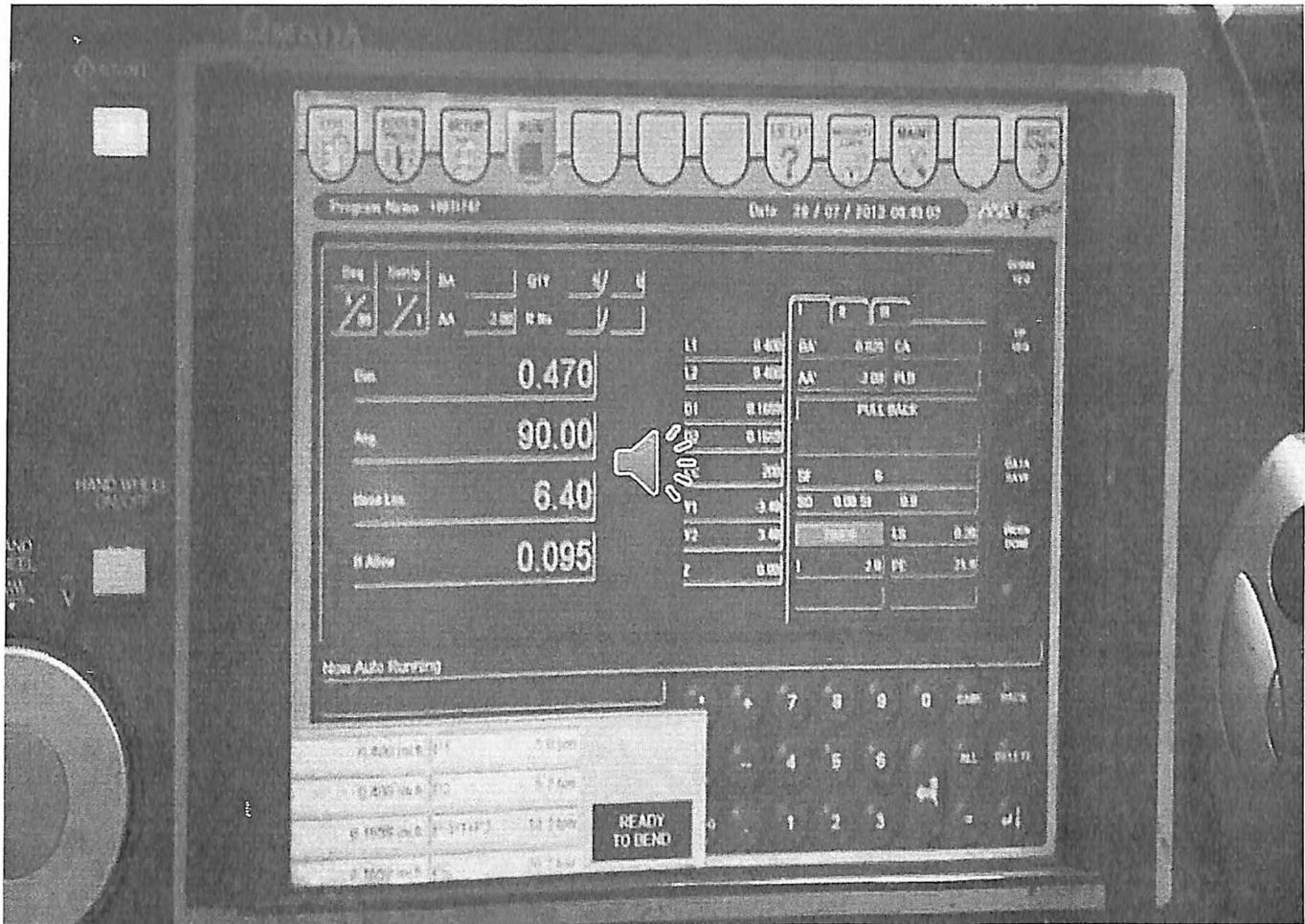


# SD Control

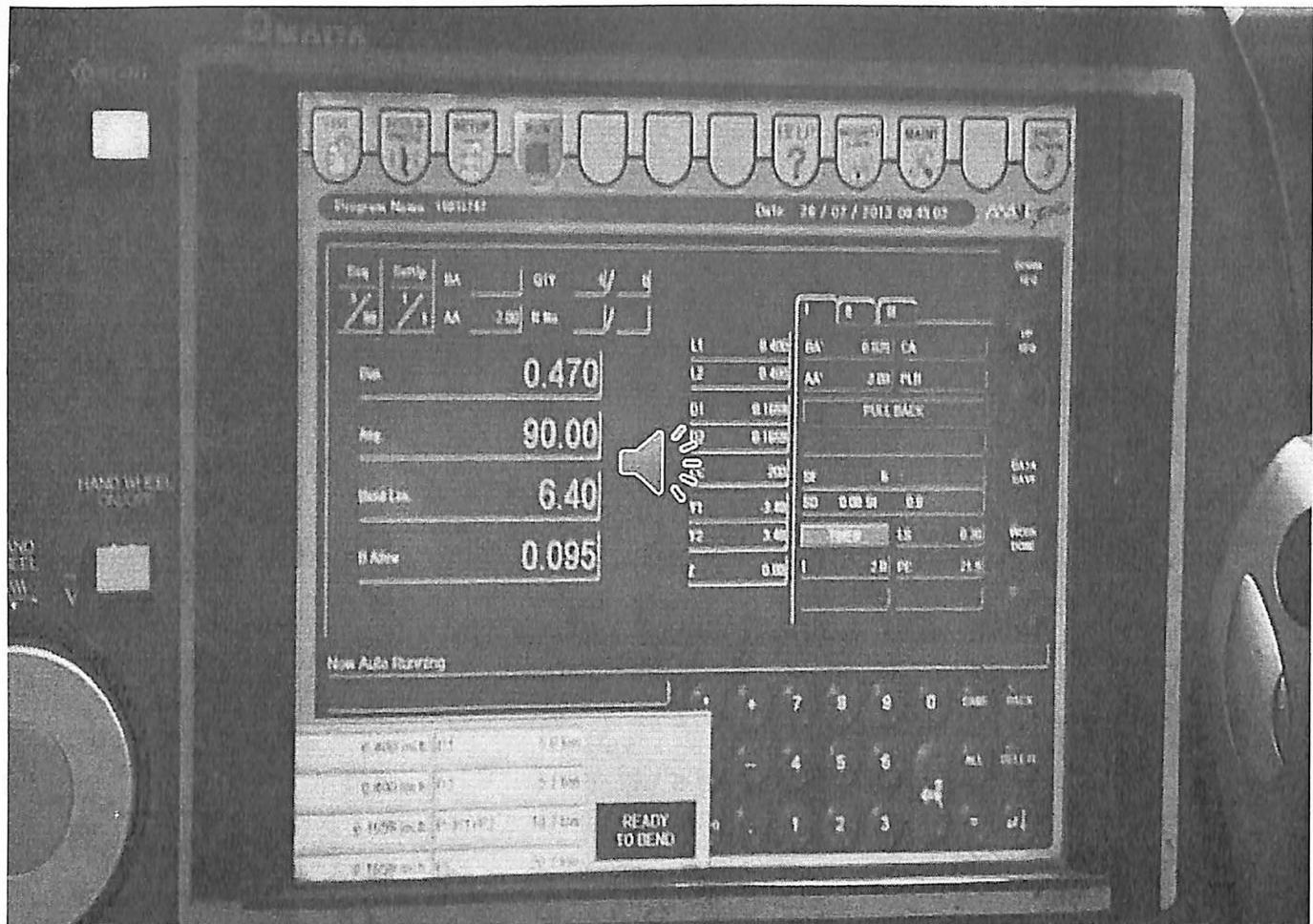


# Timer Control



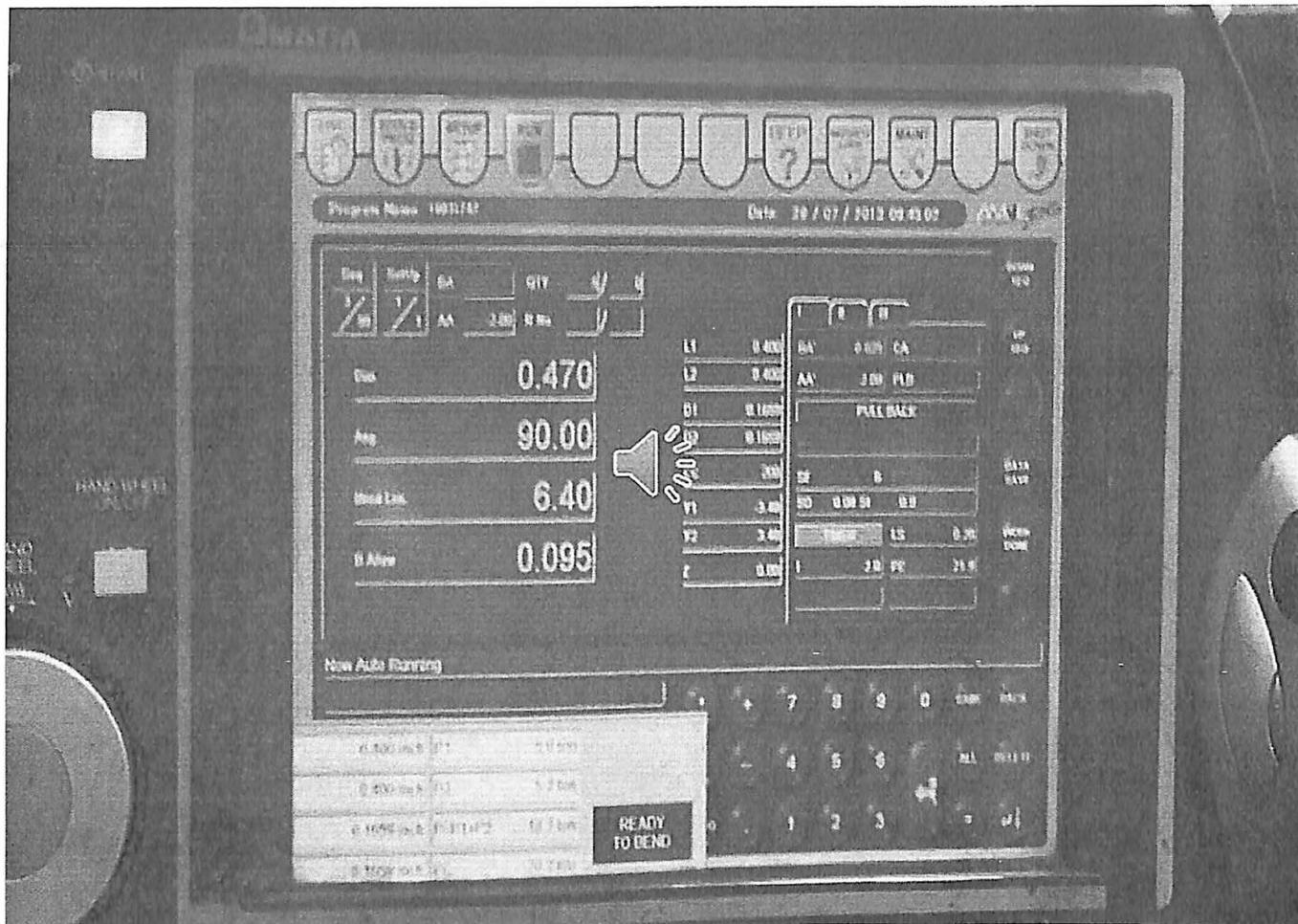


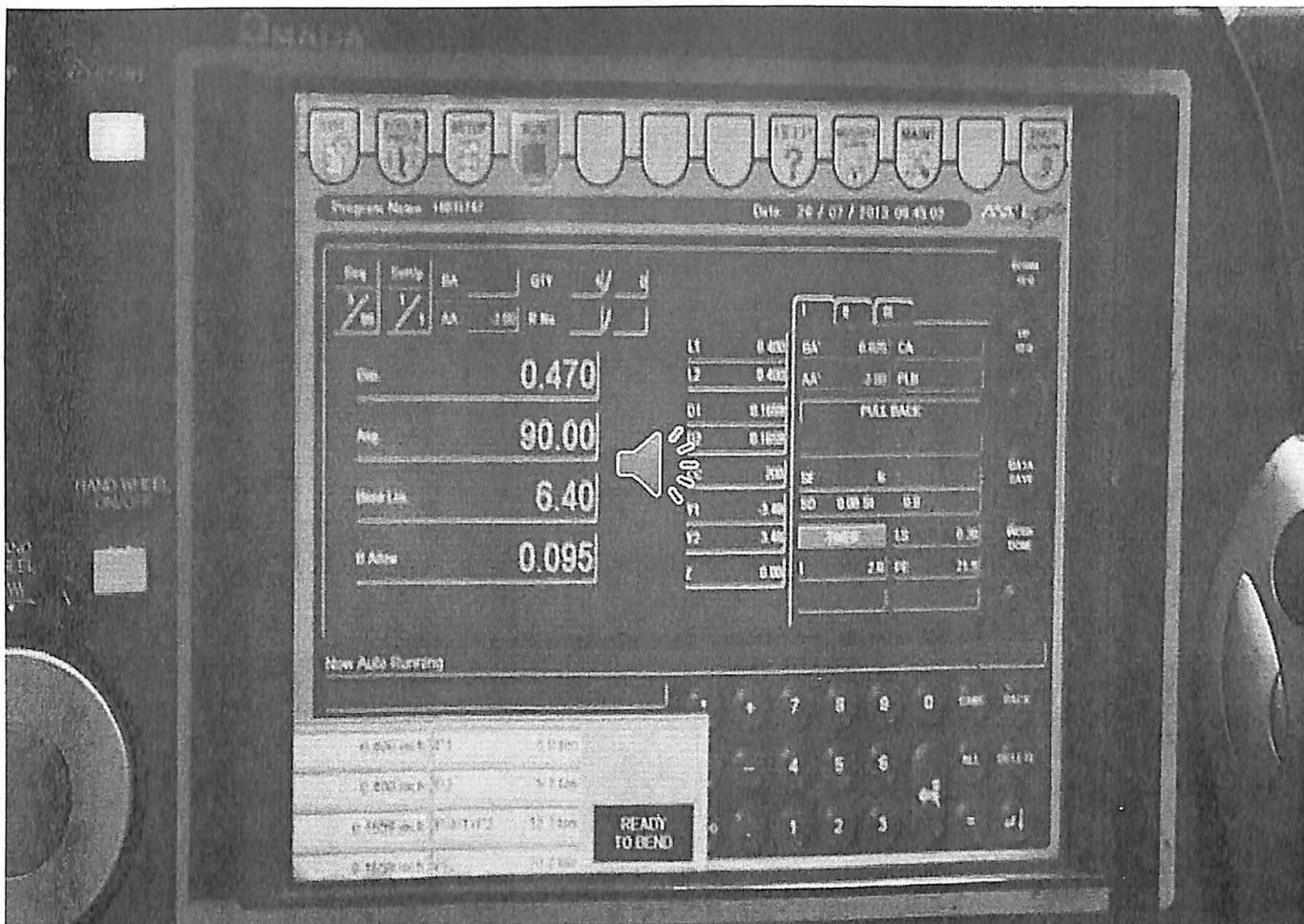
# Pullback Control



# BA and BA' Controls



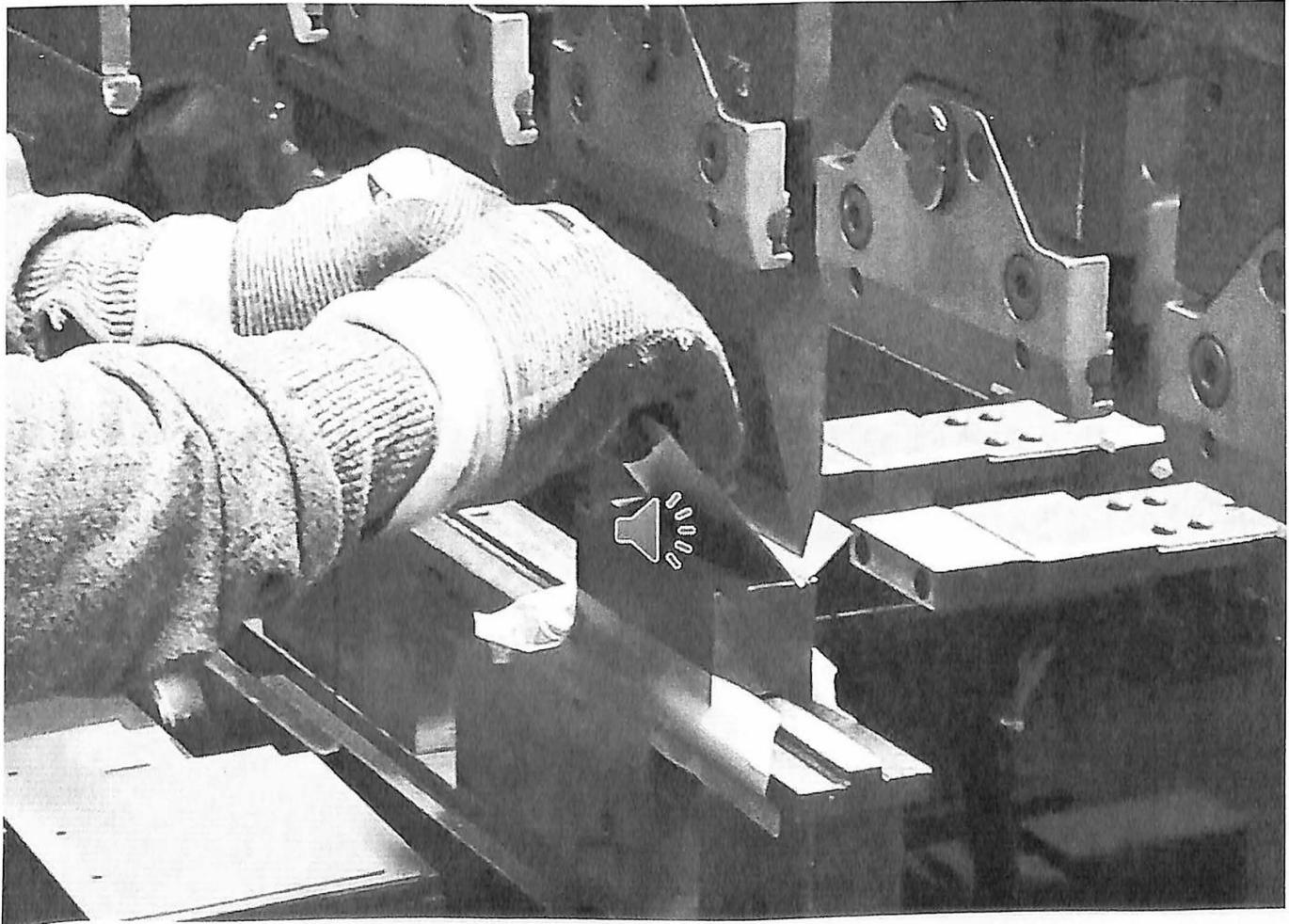




## Actions with High Risk Potential

- Behavioral:
    - Operating a press break with improper hand placement
    - Operating a press break with improper body placement
  - Manufacturing Demand:
    - Operating a press break  extended periods of time without a break
    - Operating a press break without focus
  - Procedural:
    - Die change out
    - Operating a press break at a gap greater than the required safe operating gap

# Behavioral: Operating a press break with improper hand placement



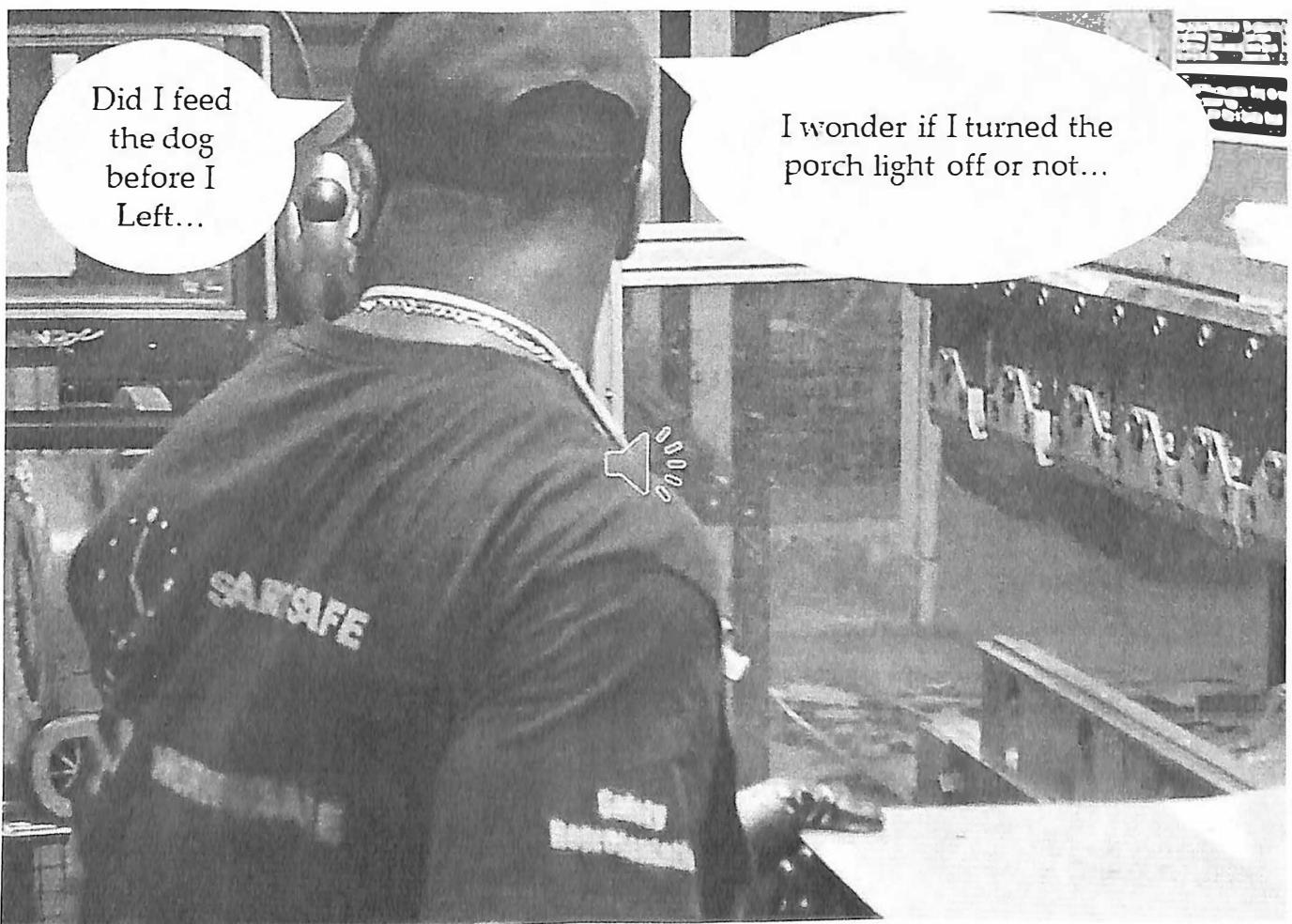
# Behavioral: Operating a press break with improper body placement



# Manufacturing Demand: Operating a press break for extended periods of time without a break



# Manufacturing Demand: Operating a press break without focus

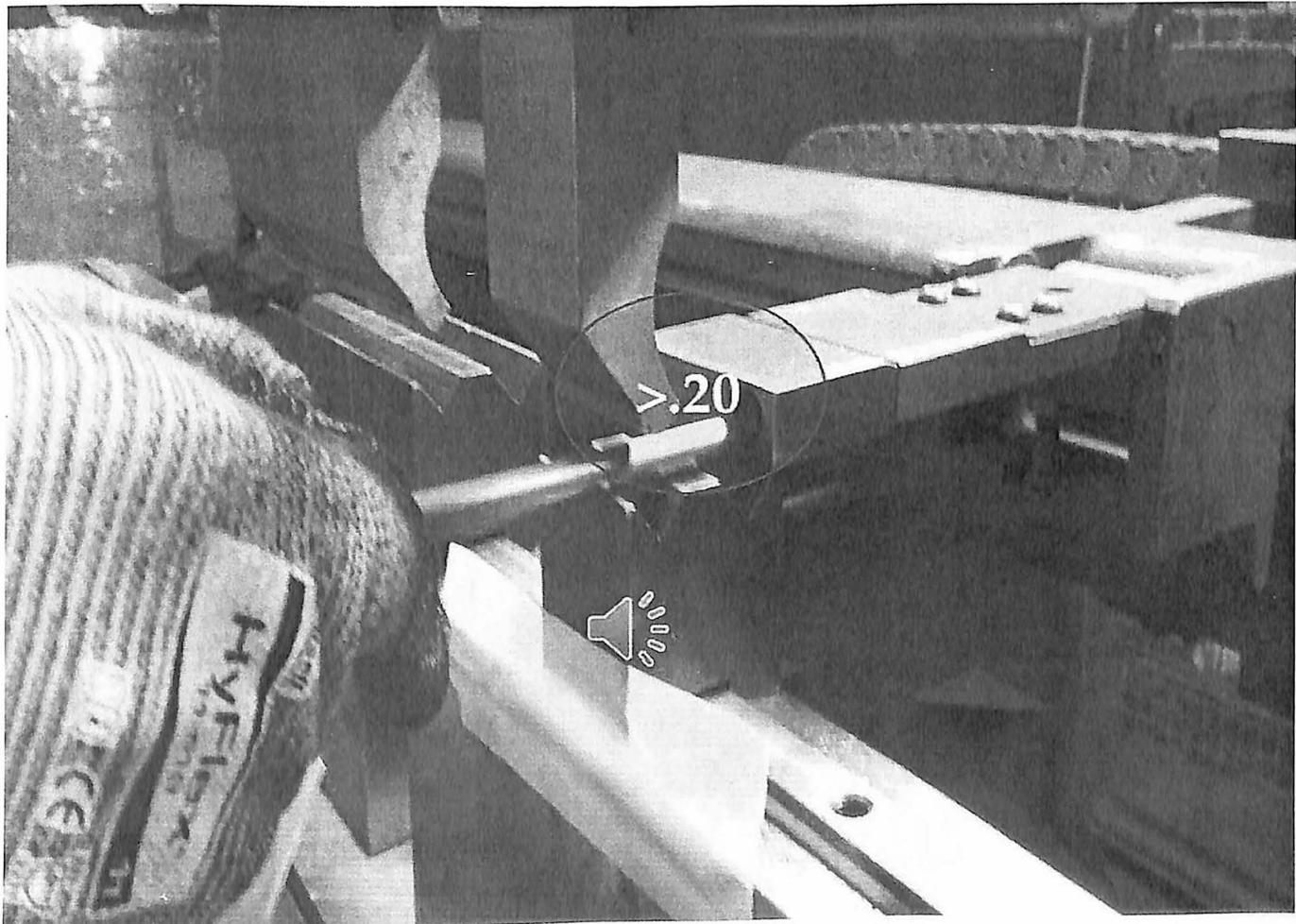


# Procedural: Die change

out



# Procedural: Operating a press break at a gap greater than the required safe operating gap



# Best Management Practices (BMPs) of Press Break Operations

## BMPs

- Take your time
- Pay attention
- Operate a press break at less than or equal to the required safe operating gap
- Move or Properly place your hands once part is positioned
- Properly Remove the pressed part from between the die and punch
- Take a break
- Check your materials
- Have proper body placement
- Communicate with the leadership team
- Keep the standard SF and SD settings from the SDDJ



## Take your time



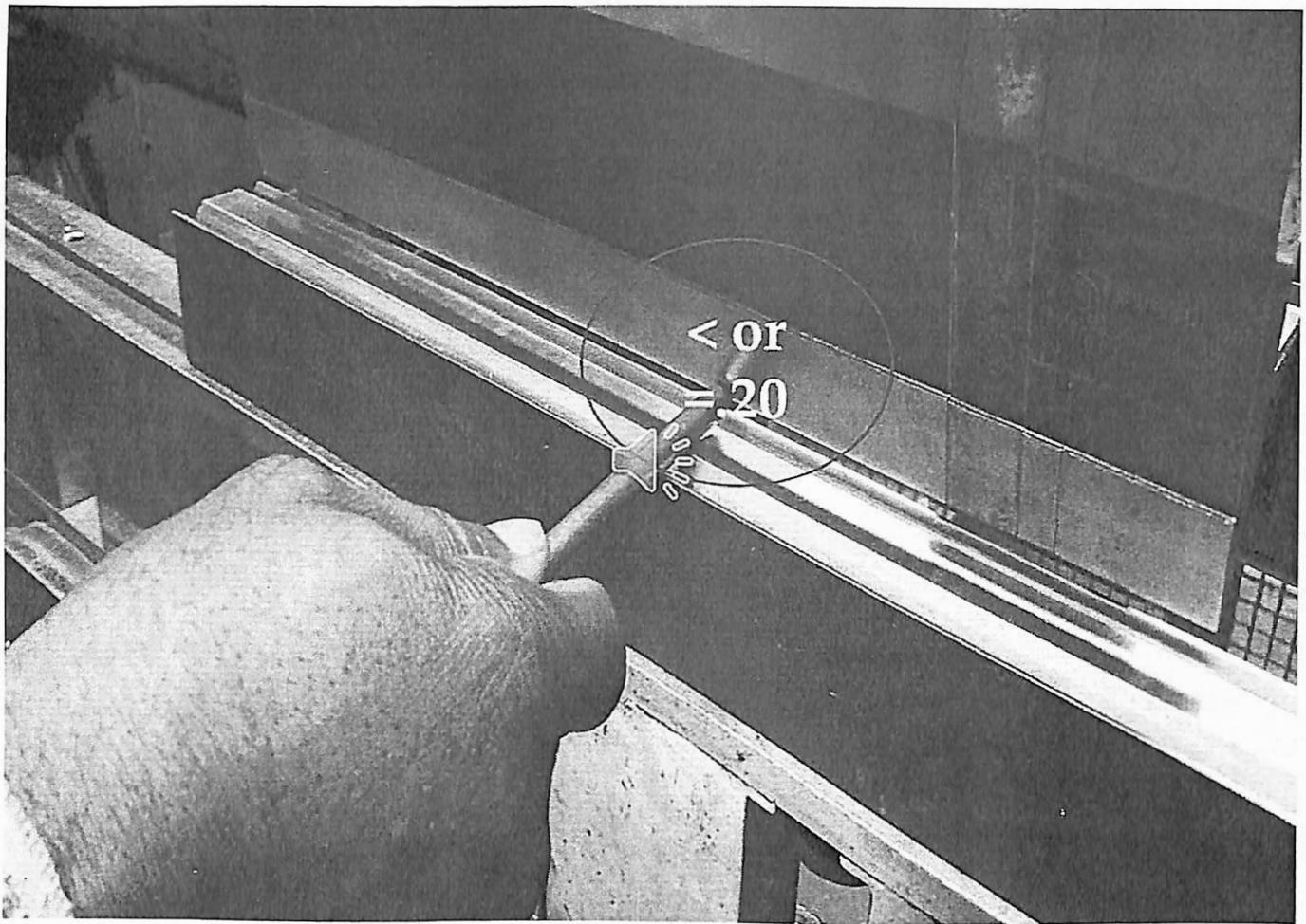


Pay attention



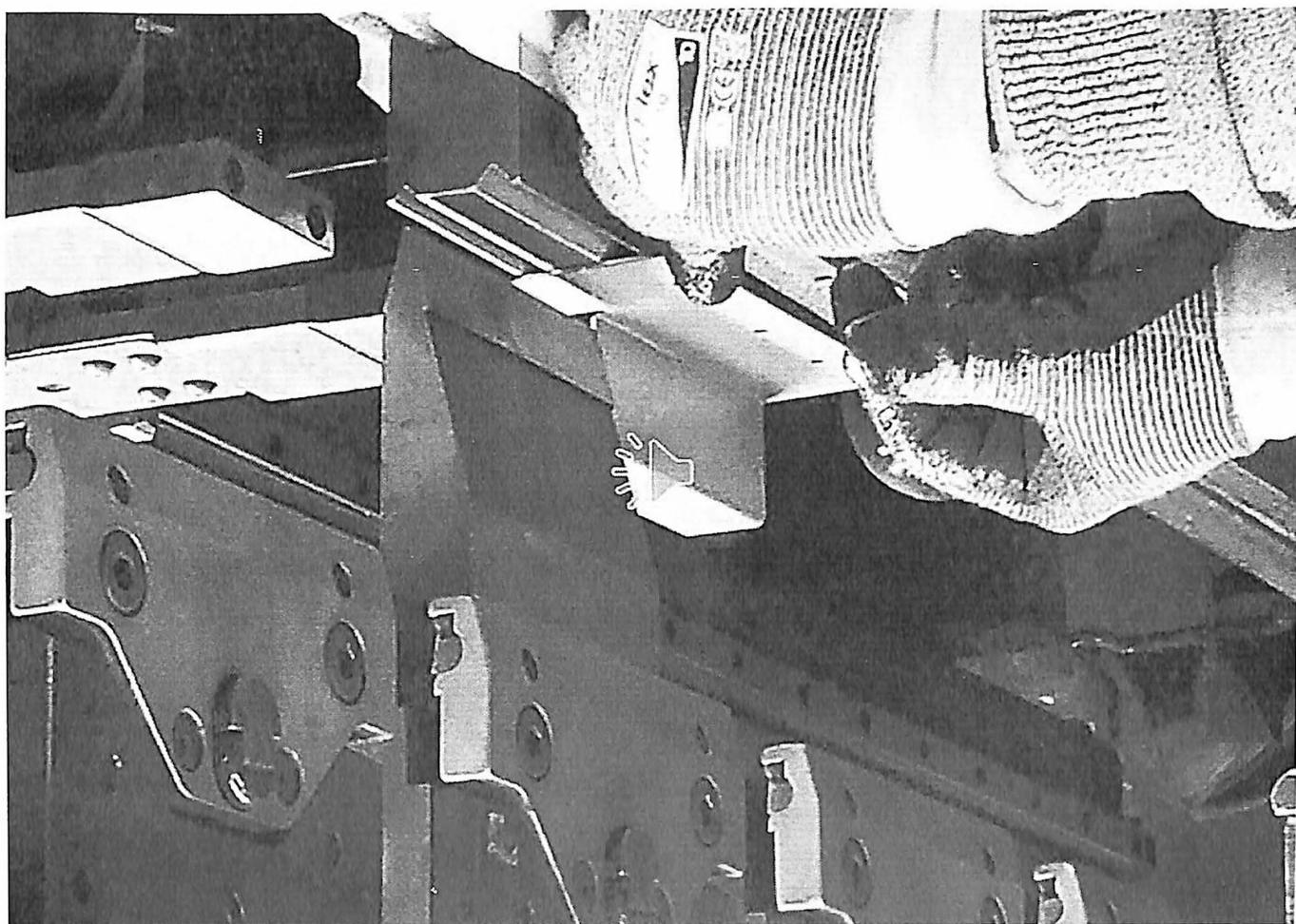


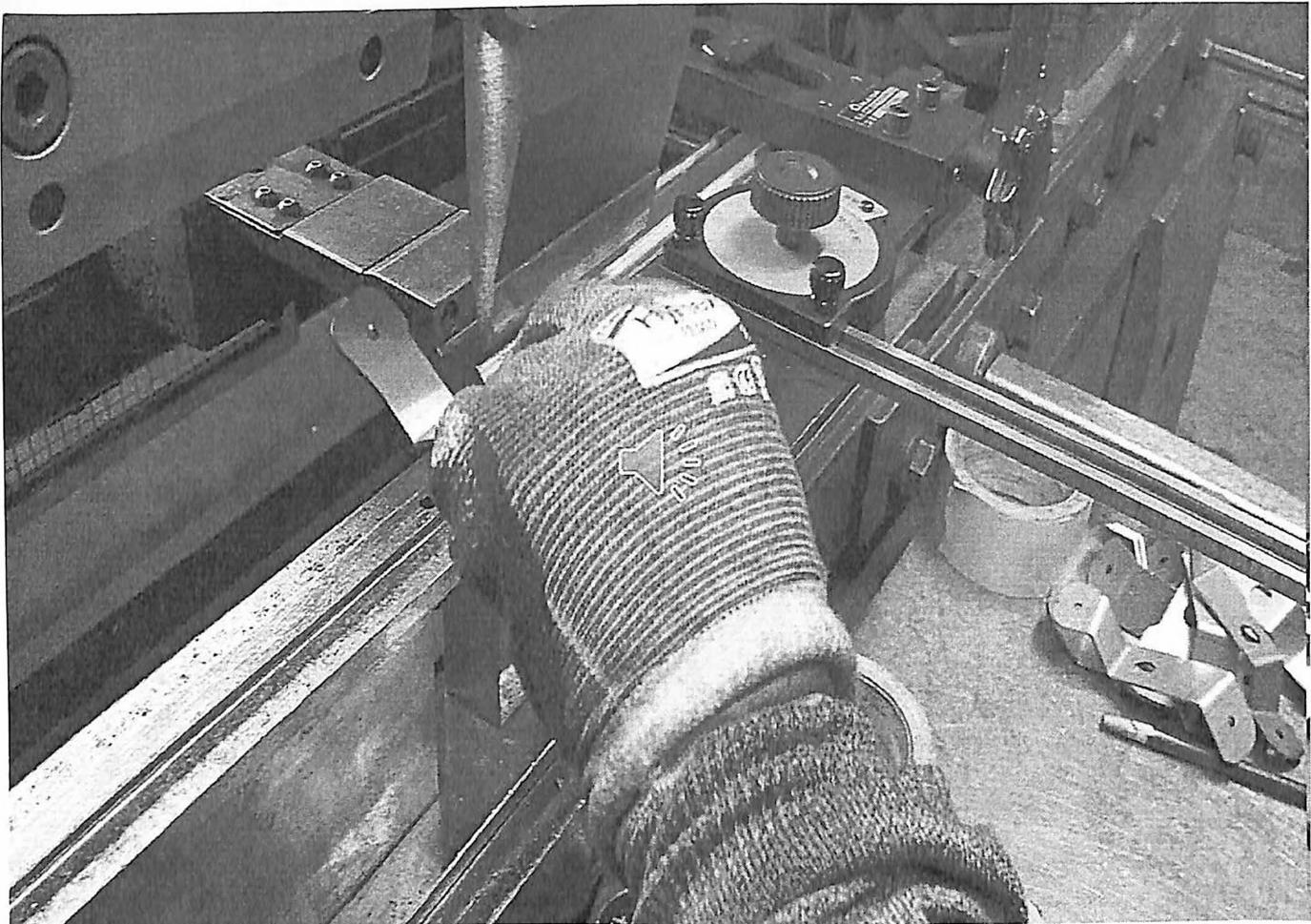
Operate a press break  
at less than or equal to  
the required safe  
operating gap



Move or Properly place  
your hands once part  
is properly placed

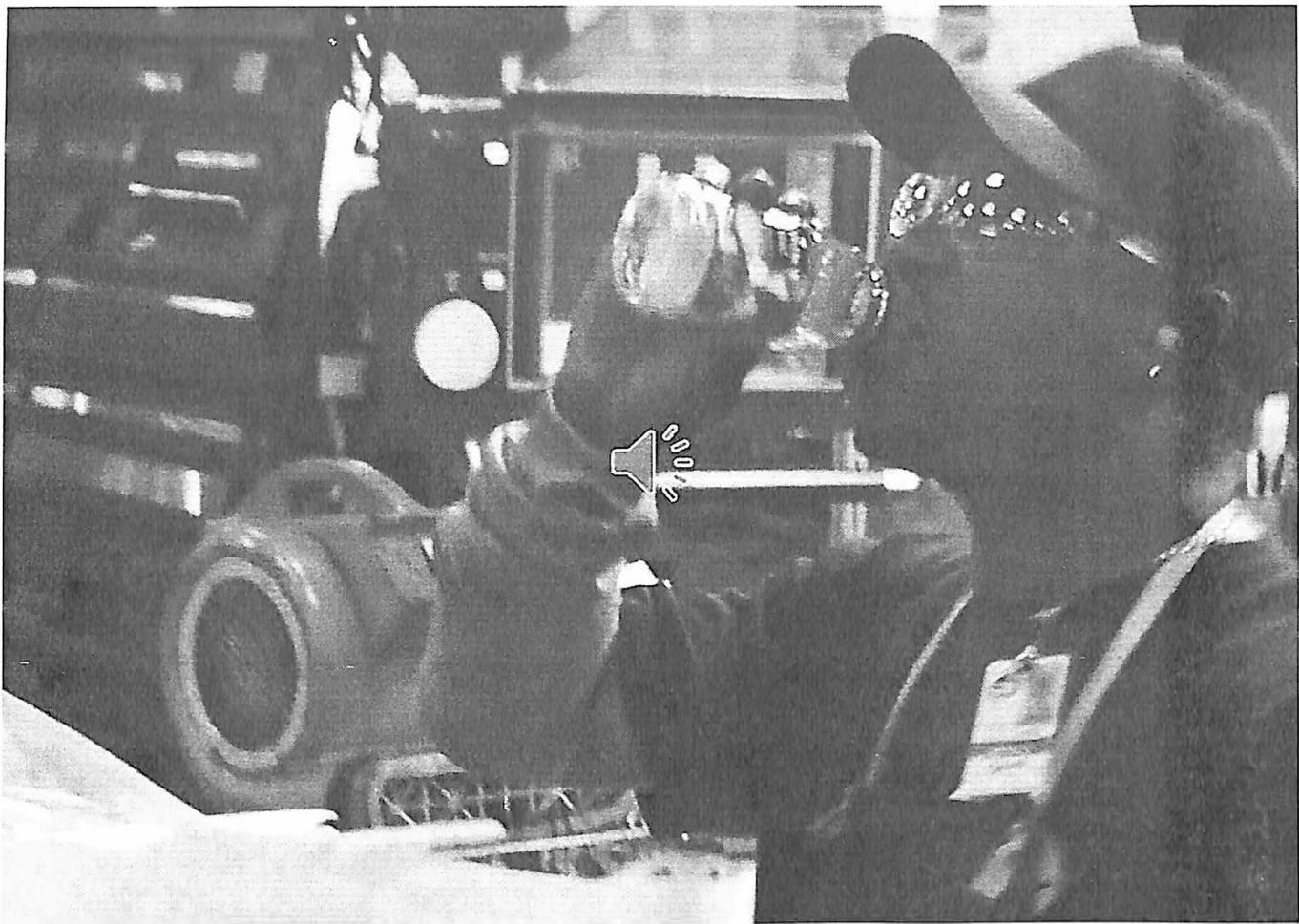
Punch  
between the die and  
properly remove the  
pressed part from





Take a break





Check your materials





Have proper body  
placement



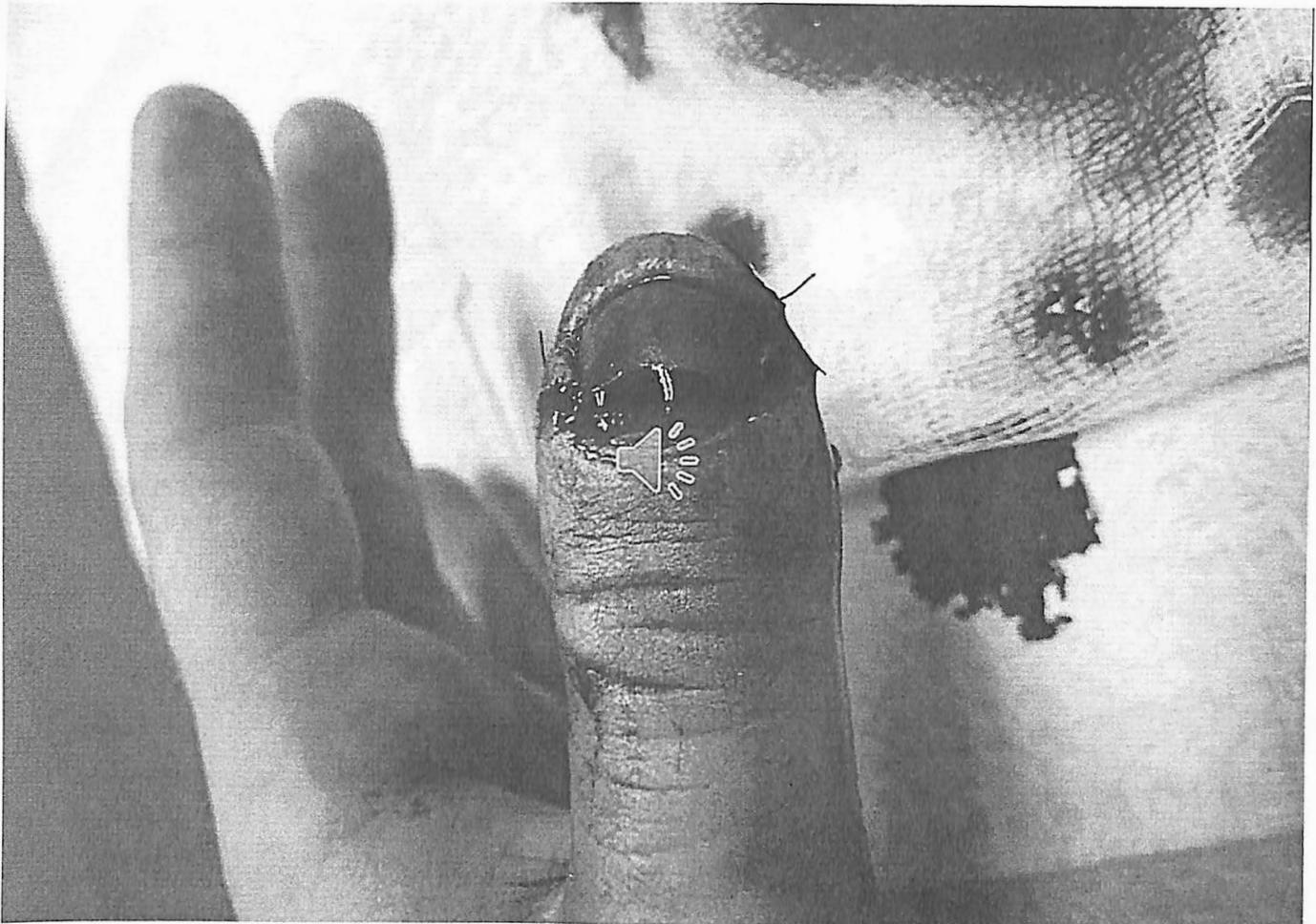
Communicate with the  
leadership team



Keep the standard SF  
and SD ~~set~~ settings from  
the SDDJ



Results of NOT  
following the BMPs of  
Press Break  
Operations



## Recap

- ✓ Introduction: The Press Break at Blue Bird South
- ✓ Operations: The Press Break at Blue Bird South
- ✓ Introduction: The Control Panel
- ✓ Authorized (Most Common) Changes: The Control Panel
- ✓ Actions with High Risk Potential
- ✓ Best Management Practices (BMPs) of Press Break Operations
- ✓ Results of NOT following the BMPs of Press Break Operations

## Questions

If you have any questions concerning this training module, please contact your supervisor or Rob Watts in the EH&S Department



# **Safety Audit**

Blue Bird's EH&S Department's safety responsibilities is a part of ensuring employees are properly aware of the violations at the North and South Campuses.

As a part of this responsibility, the EH&S Department is developing production department specific safety audits:

1. Create audit sheets that's that contain items that are department-specific
2. Educate employees on what is considered a violation in regards to OSHA standards and EPA Title V standards

## **The Need:**

The EH&S Department placed me as the document specialist and co-lead on this project to help fill certain needs:

- The EH&S Department has been limited to its time allocation due to a small staff
- The amount of attention that is required for these audits and the format that they are presented needs to be given for a project of this nature

## **My Role and Results:**

I worked with my supervisor Rob and his assistant Valerie in order to gather information on potential checklist items and currently violations present within each department on the production floor:

- Visit each department on the production floor
- Break down each potential checklist item into categories (e.g., housekeeping, behavioral, chemical usage, tools)
- Finalize checklist and place items within an ISO approved format



BLUE BIRD CORPORATION

**SAFETY ASSURANCE & RISK ELIMINATION  
AUDIT**

AREA/BLDG.		AUDIT NO. 001 BOD
DEPT.		DATE:
SPVSR.		

Inspection Target	Compliance Yes/No	Inspection Target	Compliance Yes/No
<b>Housekeeping</b>		<ul style="list-style-type: none"> <li>Are tires away from the wall?</li> </ul>	
• Are all pathways/walkways clear of obstructions-excluding pneumatic hoses currently in use? (5 points)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Are there hydraulic leaks on the tire mount?</li> </ul>	
• Are the floor surfaces even, free of holes , cracks, fraying or uplifting edges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Are the pressure gauges in working order?</li> </ul>	
• Is all waste being segregated in the proper container?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Is the portable air tank in proper working order?</li> </ul>	
• Is trash properly stored?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Are all creepers stored upright when not in use?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Behavioral</b> <ul style="list-style-type: none"> <li>Are all employees properly wearing their protective equipment?(10 Points)</li> </ul>	
• Are all hoses well-kept, checked for leaks, and stored properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Is PPE in good condition-e.g., scratched, holes or tears, overly worn?(5 Points)</li> </ul>	
• Are the HMIS labels filled out on containers housing chemicals?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Is PPE the proper type as specified for the job or their work area? (3 Points)</li> </ul>	
• Are there proper guards on machines?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Are hoist inspections up-to-date?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Have all fire extinguishers been inspected and have up-to-date tags?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Chemical Usage</b> <ul style="list-style-type: none"> <li>Are all chemicals properly segregated?</li> </ul>	
• Are "Exit" light illuminated and visible?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Are all chemicals properly disposed of?</li> </ul>	
• Are all lights illuminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Are all chemicals stored in their proper containers with labels?</li> </ul>	
• Are all pipes labeled?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Are all electrical circuits labeled?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Is the "Tire Installation" sign visible?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Tools (Extension Cords and Wires)</b> <ul style="list-style-type: none"> <li>Are wires/cords spliced?</li> </ul>	
• Is the safety chain across the deck?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	
• Are tires stacked and free of fall hazards?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>•</li> </ul>	

## Journal

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### May 13th: 1st Day

The first day of work I went through orientation. We discussed these four main topics that had to do with the different key aspects of the plant:

- Safety: Safety is the main objective and main focus for whatever is done at Blue Bird. "We are not just making buses; we are making buses for children."
- Quality: Blue Bird prides itself on quality. At one point, Blue Bird was ahead of the competition, but they caught up and surpassed them. Now, Blue Bird is catching up because the competition could produce a cheaper product, but it was not of great quality.
- Ethics: The code of ethics is a pretty straight forward concept. Blue Bird wants their employees to keep the idea that they should act responsibly and ethically even no one else is looking
- Engineering: Blue Bird is trying a new propane initiative that includes building buses that are solely ran off of the natural gas propane.

Besides orientation, I had an opportunity tour every part of the assembly areas of the plant and do a walk through floor audit of the safety conditions. After the walk throughs, I received my own office in the old 401k office. My first assignment was to get introduced to some of the EH&S Dept. paperwork, which is associated to the new ISO and EHS standards. Rob considered this busy work, but I felt like it was a good way to introduce me to what was going on around the plant and how uniform the safety procedures were.

**Reflection:** Today's experience made me nervous and anxious to see what my job will entail during my internship. I met everyone around the office and started to develop a relationship with all of them. Everyone seems friendly and willing to help me. I talked to Rob (Supervisor) and Valerie (Rob's assistant) about some of the projects they have going on, and it seemed overwhelming.

### May 14th: 2nd Day

The second day of work I was introduced to my first project. I had a brief meeting with Rob and Valerie, and they briefed me on the project, which was assisting in the training of supervisors for the new "Hazard Communication Standards" introduced by ISO for the labeling of areas and containers holding chemicals. The instruction requires a PowerPoint with voice overs on a continuous run cycle since it is supposed to be a non-instructor lead, asynchronous type of instruction. This project seemed like it was not going to be that bad, but the information was pretty technical.

**Reflection:** It felt great to be assigned my first project and to have trust instilled within me to deliver a great quality project. Rob is "flexible but anal", so I am paying attention to every detail and following up with him at his convenience to make sure I'm meeting his standards.

### May 16th: 4th Day

Today I was assigned to do some "grunt work" as Rob called it. I entered the "Safety Huddle" training sign in sheets into an excel spreadsheet to create metrics, according to supervisor, for the past three months and got us caught up on some paperwork for the department. I also started scanning the "Safety Huddle" sign in sheets into a folder under the safety department so we can get rid of paper copies in return for digital copies. To take a break from entering data, I took a tour with Jimmy, the Haz.



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Mat. leader, around the plant to do an audit on the chemical storage plants. This was the most interesting part of my day because Jimmy gave me a little history of the evolution of how Blue Bird use to dispose of their waste, store chemicals, provided me with what he suggests could be done to improve these areas, and the barriers preventing those improvements. He has to do weekly and monthly checks on the chemical storage plants to ensure that they are contained and not contaminating the water supply around the area. After the tour with Jimmy, I was given a briefing of some future projects I will be given. Rob informed me that I will be developing a dashboard spreadsheet to organize incident reports to develop predictive metrics by department, and I will also be writing safety procedures for the plant.

**Reflection:** Today was a slow day due to the nature of the work i was assigned. After entering data for a while, i began to think of the knowledge management aspect of Tech Comm. What i had was a pile of sheets with names, but i turned those sheets into useful data that reflects the progress of the EH&S dept.'s training initiative mandated by EHS, ISO, and OSHA.

### **May 17th: 5<sup>th</sup> Day**

I was informed that Fridays are more relaxed days. We did not have any heavy assignments for the day. I continued to organize and scan in the safety huddle sign in sheets, and began to wrap that assignment up. Upon completion of organizing and scanning the information from the safety huddles, I met with Rob and got the details for the dashboard project that he wanted me to work on. He basically wanted me to create a working document that allowed for the organization of the incidents reported by each supervisor to predict trends and incident shares and the organization of the hazardous waste disposal and the costs associate with that disposal. I finally figured out how the scheduling works each week as well. I work 7:30-4:30 M-Th and 7:30-1:30 on Fridays so that i do not go over 40 hrs. Since interns cannot get overtime.

**Reflection:** Once again, I felt great that Rob trusted me to handle the task of creating metrics or at least a blueprint of how the metrics were going to be organized and presented. Currently Rob is facing resistance on trying to implement changes on how the plant operates in regards to safety and the plant's environmental impact, but with the help of the dashboard metrics, he should be able to match graphical representations with numbers in order to convince higher-ups that change needs to occur.

### **May 20th: 6th Day**

Since this week is leading into Memorial Day and we are off Friday and next Monday, we switched from our normal 7:30-4:30 M-Th and 7:30-1:30 schedule to a 7-5:30 M-Th / 7-5:30 T-F schedule in order for everyone to maintain their 40 hrs. a week. Today was also a busy day because Rob informed me that upon further review, he wanted to make some changes to the instructional video. He said that although it was good, It was too technical heavy and not as plainly laid out in layman's terms. With that being said, he made some edits to the content and asked me to redo the training. Even though I had the same equipment as last time, I was able to make progress more quickly than before. I spoke slower, added more emphasis to certain keywords and had a more careful eye to detail this second time through. I was about 90% through with the project before i decided to take a break from the office and go talk to Rob a little. I had perfect timing because he was informed of an incident that occurred on the production floor. We went and inspected the incident, got the background story from an individual that was involved, investigated the source of the problem, and brainstormed potential solution. That process was exciting and challenging at the same time.



**Reflection:** This was probably the best day i have had. The highlight was that incident Rob and I investigated. I took a step back and offered a suggestion that hopefully will get implemented at the plant.

### **May 21st: 7th Day**

After i finished the instructional video, I was given a new assignment that required a lot of front end organizing. After a week of introductions and brief descriptions of the project, Rob assigned the dashboard metrics project to me. We gathered all of the hazardous waste manifest sheets, and he and Valerie began to explain what everything meant and how to find the information i needed to properly document the manifests. In the past, the old Director of the EH&S dept. "organized" the waste manifests in an unattractive and inconsistent way, so now Rob wants me to create a better and functional version of the manifest spreadsheet. Not only did the information have to be organized, but it had to be organized in such a way that inferences could be made to predict trends and break down the company's periods of high waste and the cost associated with that waste. Rob wanted a graphical comparison of the last fiscal year's waste frequencies and compares them to trend associated with this fiscal year's waste frequencies, and to show the total cost spent on waste disposal last fiscal year and compare it to this fiscal year's. Since Rob has been here, he has made changes in regards to waste disposal, such as getting rid of third party holders of the waste and different initiatives to reduce waste that resulted in a 46% decrease in costs associated with waste disposal. Even though the numbers sounded great, Rob wants to be able to show higher-ups how the decrease in waste disposal cost is not only saving the company money in that regard, but is indirectly making the production of a bus cheaper.

**Reflection:** At first glance, this project seemed like something that was out of my league, but being a TCO major at Mercer, I was more than willing to accept the challenge. I started with the old data from the department director of the past and a stack of invoices, so hopefully everything will turn out the way he wants. I really am taking these opportunities to not only plug in data and make graphs, but to learn the details of working with environmental standards and constantly thinking of ways to benefit the company.

### **May 22nd: 8th Day**

Yesterday i was given the pile of information for this project, and started on compiling it into one document. I picked up right where left off and continued to organize and make sense of all of the information. I think creating a basic outline and entering the data into the spreadsheet was the easiest part of the project, but what was challenging, or time consuming rather, was the formatting and making the document look uniform. At first i was simply entering the data and worrying about the formatting later, but i soon stopped doing that because it would take forever to format large chunks of the spreadsheet. After each manifest entry, i would format it so i would not have to revisit it later. This data entry consumed to the entire 10 hour shift, which was amazing to me.

**Reflection:** As stated, my whole shift was consumed with organizing and figuring out how to properly represent that waste disposal manifests. Coming in to the project it thought that this project would only take a day, but I learned quickly how wrong i was.



### **May 23rd: 9th Day**

Today was another continuation of the hazardous waste dashboard project. I approached a stopping point for the hazardous waste metrics dashboard, so I have a final working copy. I asked Rob to review the dashboard to see if it was up to his standards and to see if all of the metrics he wanted to represent were present. He told me that he would get back with me on his critique of the dashboard, so I would most likely receive comments on next Tuesday. Since I completed that dashboard, he and Valerie want me to create another dashboard using the hours of each department to compare incident report frequencies per supervisor. I was given the location of the information needed to populate the dashboard via the department shared drive. I quickly populated that information up to where I was able to. Since some departments contained multiple supervisors, I was told not to disregard those departments for now.

**Reflection:** Since it was Thursday (this work weeks Friday), everyone was trying to wrap projects up before their long weekend. With that being said, there was not much time to come up with a solution to the overlap of supervisors in some departments. Today was laid back for the most part while containing work, but it was one of those type of days that you knew was going to overflow on to the next business day.

### **May 28th: 10th Day**

Today was one of those types of days where everyone is trying to shake the rust off from the weekend. Valerie and I did not do much work in the office so we could slowly transition back into the office-work cycle and to conduct the monthly Title V VOC audit. This audit is conducted near the paint kitchen areas where the buses receive their black, white, and finally, yellow coats. We checked for the proper labeling of chemicals stored in the area, the proper labeling of the waste containers in the area, the proper labeling of the storage cabinets of the chemicals, whether or not the chemical containers were grounded if not in the storage cabinets, the meters to the paint kitchens to ensure that there is sufficient ventilation, and besides the environmental aspects, we audited the area to ensure employees were performing safe practices. During that process, Valerie and I took pictures of the areas where infractions occurred, inserted the pictures in our electronic audit sheets, provided a description of the infraction, and offered the supervisor an area to provide a course of action to correct the infraction.

**Reflection:** These hands-on parts of my job are the most rewarding and exciting. I am thankful that my supervisor, Rob, allows me to not only take care of the behind-the-scenes aspects of the safety position, but also allows me to take a hands-on approach to implementing best practices in regards to upholding safety and environmental standards.

### **May 30th: 12th Day**

Wednesday, my eleventh day, was filled with busy work. All I did was enter the safety huddle sign-in sheets into the excel spreadsheet. The reason for this static work all day was Rob and Valerie had meetings throughout the day that involved subjects outside the scope of my job title. Rob had a few assignments that he wanted me to complete, but did not have the time to give me the instructions as to what his goal for them were due to his meetings getting pushed up as well as extended. Today Rob actually had time to thoroughly explain the assignments he



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had from me. We sat together in his office, and he explained a project that he's been talking to me about since before i got hired, which were the standard operating procedures (SOPs). He began telling me how the that currently there is no consistency with the instructions employees are getting, which can lead to accidents, a lack of accountability for employees to conduct their jobs correctly, and the human resources department has a hard time convincing the termination of employees with lack luster performance due to the lack of documented instructions. Rob gave me a template for the instructions; sites where I could find valuable information, and let me put together what is going to be a series of written instructions for different areas of the plant. These instructions will be laminated and placed on the floor for employee references. After I completed this first set of instructions, Rob and I reviewed it, and he was very pleased. After that assignment was completed, the Chaplin took a few of the mechanical engineering students to lunch and allowed us to talk and get to know one another. The most surprising thing about getting to know them was their description of their job, which was to measure window. I was taken aback by that information because i was getting relevant and real world skills with my position, and they were simply conducting "grunt work" as Rob calls it. After lunch, Rob realized that the lady doing the EPA inspections a month ago left him with some improvements that needed to be taken care of before the next monthly inspection. With that bit of information being known, Rob and I met up with Kenneth, the head of maintenance, to inspect the areas near the new land fill area of the plant.

**Reflection:** Although Wednesday was pretty boring and laid back, Thursday more than made up for the lack of excitement. Today reconfirmed my choice in Tech Comm, showed me how versatile our skill set is, and showed me how we may not be SMEs in some areas, but our wealth of knowledge is well rounded enough to lead us down the right path to eventually become SMEs. Another point that today brought up was if i stayed an engineering major and received a job that I would most likely be behind a cubicle recording the measurement of bus windows. I am a people person, so i need that interaction with people in order for me to achieve my full potential.

### **May 31st: 13th Day**

Today was just like any Friday; relaxed yet productive. To start of the day, Rob and I had a brief meeting to discuss the first set of instructions I created since he did not have time to look over them after he went home. He really liked what I wrote and how the information was clear and concise. He and I both realized the same thing that was wrong with the instructions though. There were no figure and table labels smh. It was a simple mistake that would have most likely been overlooked by the employees, but we would have known those labels were missing. After we discussed mistakes and I corrected them, Rob assigned me the next set of instructions to complete, which was on the topic of cordless tools. Just as the other instructions, I was to use the template for standardization and manage the content so it would flow in a logical manner. I spent the majority of the day working on those instructions; approximately 5 hours of the day. Around lunch time is when i finished the instructions, and after lunch, I went to Rob's office to receive his feedback. Everything was clear and checked out with him, so his next assignment for me was to come with him back out to the new landfill site near the plant and assist him on getting things in order for the state environmental inspector on Monday. We went outside and went down the list of things from yesterday that needed addressing.

**Reflection:** Today taught me that you can tell how enjoyable your job is by looking at how your bosses mood and level of enjoyment of his job is. If the one who is over you, who has more responsibilities, is enjoying his or her job, the that enjoyment will trickle down to his or her employees. Rob and I found out



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that we have similar backgrounds, and he shared many stories with me during our time handling the hands-on environmental aspects of the job.

### **June 3rd: 14th Day**

Today was a very hands-on type of day. Rob assigned Valerie and me to go to two areas of the plant to do a preliminary audit. We visited the "Master Audit Bay" area and the "Tire Center." We conducted a preliminary audit on these areas because I had to make an auditing sheet for that particular area. Currently, there is one auditing sheet for the whole plant that lists pages of general items on a checklist; however, Rob wants the audit sheet to be concise and specific to the area that is being audited. With that task in mind, Valerie and I went to those two areas and took notes on what safety and environmental concerns needed to be highlighted in order to accurately conduct a descriptive audit. During that time too, we were supposed to check for material safety data sheet (MSDS) books so that we can retrieve them, since they will no longer be used or found on the production floor per the new hazard communication standard. Even though Valerie and I only had two areas to take notes on, it took us hours to sift through the areas to ensure all the bases were covered in regards to safety and environmental concerns. Valerie and I conducted preliminary audit because afterwards, Rob came to the areas to give them his critique. For the most part Valerie and I already listed the concerns and areas of concentration that Rob highlighted.

**Reflection:** The plant is huge, but after walking it at least a few times a week, it begins to shrink on you. Today was another one of those rewarding days in the sense that I was given the responsibility to uncover safety and environmental concerns that would be used as a standard for others to use when auditing the area of interest. I was tired, sweaty, and dirty after the process, but it was well worth it.

### **June 4th: 15th Day**

After yesterday's adventure out on the floor, I was back in the office to actually develop the audit sheets. Rob wanted a concise one page document that covered just about everything Valerie and I took notes on in the "Master Audit Bay" and "Tire Center" areas. There were four different categories that needed to be covered, which were: Housekeeping, Behavior, Chemicals, and Tools. The task at hand was to try and fit the seemingly all inclusive list of check items into a one page audit sheet and categorize said items into one of the four categories. This task took me the first half of the day (due to meetings with Rob and Valerie, other odd tasks, and the meticulous nature of the main task). After I completed that assignment, Rob, Valerie, and I went to lunch and discussed future projects. By the time we got back, it was already 2 o'clock, so we did not take on any tasks that were too time-consuming. Rob and I went back out to the production floor to get a few samples of the plastic used to cover the buses when they go into the paint kitchens. He collected those samples so that he could send them to a recycling company to see if they could process that plastic for recycling. Besides that one mission, Rob and I just walked the floor and talked to some of the production workers/cell leaders/supervisors about any safety concerns they had.

**Reflection:** Today was another balanced day of office work and floor work. The audits cleared Rob's meticulous eye, so he asked me to accompany him on a walk through. The interaction with the production workers was rewarding because after a couple of weeks, they have begun to shake my hand, crack a few jokes with me, and pretty much accept me. That was one of the most important accomplishments to me. The dynamic between those who work in the office and those who work on the



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production floor causes a slight amount of attention, so being able to break that barrier allows me to be able to reach those more easily in regards of safety concerns.

### **June 7th: 18th Day**

Wednesday, Rob gave me a busy/necessary assignment to complete. This is the chemical mapping project for the plant. The goal for this assignment is to develop a layout of all of the chemicals on the plant floor in order to: 1. Have an inventory of the chemicals that we store throughout the plant, 2. Make sure we have material safety data sheets/safety data sheets available for those chemicals, and 3. Provide information for the firefighters so that they will know how to attack a fire depending on what is fueling it. He gave me this assignment just in case he was consumed with meetings or too busy to even debrief me on what he wanted I to do on new assignments and also, the chemical mapping was something that needed to be done for the 3 reasons mentioned before.

On Thursday and today, I continued the chemical mapping assignment and double checked the areas that I went over. Since the plant is so large, containers housing chemicals could be anywhere.

**Reflection:** These past three days have been strictly dedicated to "field" or plant work, so I got an opportunity to see how those who worked out their felt about things and asked for their opinions on certain policies in place. I got to talk to a forklift driver named Willie, and he was telling me how there is constant friction between the safety standards mandated by my boss and the expectations of his supervisor. Since buses are being made at a rabbit's pace, it is important that each part of the line has the proper amount of materials to complete their task, so forklift drivers must be quick to deliver. On the other hand, forklift drivers have a speed limit of 5 mph, must back into areas when they have materials that are above eye level even if there is a plenty of open space to see, and amongst other regulations. Willie was telling me that he understands these safe practices, but at the end of the day, his supervisor writes him up for not delivering the parts on time. I simply told him that I would talk to Rob and advocate the communication to the supervisors for them to get on one accord.

### **June 12th: 21st Day**

Monday and Tuesday were what I call polish-up days. The chemical mapping project was finally coming to an end I was triple checking areas to make sure chemicals were consistently being stored in those areas. I compiled a document listing the chemicals in their respected location and updated the floor map to graphically represent their locations. Wednesday I went back to doing some more filler work because Rob did not anticipate me finishing up the chemical mapping assignment in the time that I did, so he was no longer two steps ahead of me. I went back to doing my safety huddle metrics and organizing that spreadsheet.

**Reflection:** These past few days have been some of my most relaxed days here at Blue Bird. I did not have any pressing projects going on (minus the chemical mapping project that I finished ahead of time), so the time seemed to move more slowly. Hopefully tomorrow will be a little faster paced.

### **June 24th: 28th Day**

All of last week was filled with busy and slow work, so I felt as if it can be summed up within a nutshell and discussed in today's journal. Last week's slow and less work intensive schedule was due to Rob



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underestimating how quickly I can complete some of the assigned tasks and the demands of his job. I spent most of the week doing the safety huddle metrics, updating the injury report metrics, and amongst other small assignments. Friday was the exception though. First of all, the instructional video that I created was viewed during the safety committee meeting that Rob and Valerie led. After it was shown, a lot of the employees came by my office and congratulated me on a job well done. After that experience, Rob called me in to his office and discussed that instructional video and a new assignment. He told me that the video was great, but upon further review, he wanted a few minor changes. Rob informed me that the timing was slightly off on a particular area of the video and he wanted to eliminate a minor redundancy. He said that those two suggested corrections were due to normal human error and his meticulous nature lol. It was no problem for me to fix them and upon correcting those two areas; he sent me an email that read "perfect!" The assignment that he discussed with me was to update/write a procedure for Respiratory Protection. A lot of the information on the old procedure was out dated and needed some refreshing in regards to aesthetics and content.

**Reflection:** When the employees came to my office and congratulated me on the video, it really made me happy that they liked the video, it kept them engaged, properly communicated the message, and hopefully they learned from it. The second best feeling was when Rob deemed the video "perfect" in his eye. This internship at Blue Bird has given me exposure in just about every avenue under the metaphorical TCO umbrella; document writing/tech editing/instructional design/project management, and I am thankful for it.

### **July 2nd: 34th Day**

Tuesday-Today was just like Monday of last week; filled with procedure updating/writing. I continued to work on the various procedures that Rob asked me to revamp and edit. Since some of the information in these procedures was outdated, I had the responsibility of revising and making sure that the information was up-to-date on current standards and matched up to the current areas of production. The procedures, from what I can tell, are thorough and well written. There were quite a few grammatical errors, so my technical editing background really proved to be useful.

**Reflection:** These procedures were long and often had sections that repeated themselves. I did not have a problem with that because it is important to reiterate and remain consistent with the verbiage used in technical documents. The problem I have is that the time to reproduce and create documents that require similar sections could be cut in half if a content management system could be implemented. I am going to continue to advocate the addition of one within the company or at least the department so that everyone's time is saved.

### **July 3rd: 35th Day**

Today I finished up the last of the procedures that Rob assigned me and organized them within the department folder for him to review. The next assignment Rob gave me was to create another instructional video. He said that people were complimenting me on my other video that he wanted me to create another in the same format and process. This video was on the topic of "Storm Water Pollution Prevention." He gave me the information that he wanted to be on the video, and I and simply edited, organized, and added the voice over to for the video.



**Reflection:** Hearing Rob talk about how others liked my first instructional video and hearing him agree made my day once again. Hopefully i can continue to improve upon the quality of work i produce and continue to please those that i am making the videos for.

### **July 8th & 9th: 36th & 37th Days**

Monday and Tuesday were pretty normal. I have gotten myself in a consistent groove of procedure writing, policy writing, updating the Environmental and Safety Metrics, and continuing to make and edit instructional videos. I spent these two days back from the long break getting back into the said groove and finishing up a couple of new procedures that Rob assigned me.

**Reflection:** These past two days have gone by pretty slowly. I think it was because I was used to the break and needed to get back into the habit of things. I was soooo tired on Monday since i was going from averaging 8+ hours of sleep, over the break, back to 6-7 hours of sleep.

### **July 10th: 38th Day**

Today was a great day. Blue Bird had its annual "Intern Luncheon" where all of the interns, with their mentors, presented some of the contributions made during their tenure at Blue Bird. We had a record high of 18 interns this year, and the program is steadily growing. I talked about how much I enjoyed the multiple assignments that Rob has given me, the multiple types of experience that Rob has allotted me to gain, the specific contributions that I have made through my assignments and the three types of rewards they brought (self-satisfaction, employee satisfaction, and company satisfaction), and how it was rewarding to have some of the black people come up to me that worked on the line and encourage me to continue on the path I'm going. The last part of my speech in particular was the most touching to me because it brings me pleasure to be able to be a positive black role model who is doing something to better himself and his people.

**Reflection:** It was great to see Mercer being well represented at the luncheon. I think we have the most interns here. I also was approached by the Legal Advisor here at Blue Bird (aka the man who gave Obama and internship years ago!), the Director of Human Resources (Rob's Boss), and had a message relayed to Rob from the VP of Operations about how they enjoyed my presentation. Comments like that are why i try to carry myself the way i do. Never be afraid to be yourself, sincere, passionate, and always remember that you never know who is watching and carefully listening to what you say.

### **July 16th: 40th Day**

Today started out slowly but began to pick back up. Rob assigned me to a report/handout/presentation project and to create some more training. Every month the EH&S Department holds a Safety Committee meeting with the Safety Representatives in the plant. The past month they all took a survey that dealt with the safety atmosphere here at Blue Bird. My job was to analyze the results of that survey in a quantitative way when necessary and a qualitative way when necessary. After the analyses, I was to create graphics to display the results visually, make a presentation so that Rob can present it to the supervisors here, and a report and handout for the executives. While that project was going on, I was assigned to create some more safety training for the plant. The subject of this training was "Respiratory Protection." On top of those two major assignments,



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Rob asked me to run a mini investigation on one of the supervisor's incident occurrence frequency and how long it is taking him to start investigations, which required me to do a little digging through this fiscal year's incident records.

**Reflection:** I enjoyed having multiple projects to tackle at once. It allowed me to practice project management skills and get used to how it will be out in the industry with multiple assignments. Rob giving me this amount of work shows that he is confident in my skills and knows that I will get them done in a timely manner.

### **July 17th: 41st Day**

Today was pretty much a continuation of yesterday except I focused more on the survey reports and getting them to match Rob's specific expectations. We fine-tuned everything on the main campus report and got it to where he wanted it to be, but he forgot about the south campus surveys. With that being said, I took the Blue Bird South surveys and repeated the analysis process. Before I could fully complete that assignment, Rob asked me to do a follow up on the chemical mapping project for the main campus floor. We both forgot about a paint kitchen housing chemicals in the "sticker" department of the plant, so I went and mapped those out. Upon completion of the follow up, Rob showed me the results of the mapping I done before and informed me that we will be doing the same for the south campus in the near future.

**Reflection:** Seeing the results of my chemical mapping and many hours walking this huge plant made me smile lol. I was anxious to see how the final product was going to look, and I was amazed. It was simply a map with little icons scattered on it, but to me it was more than that since I helped get it to that point.

### **July 22nd: 44th Day**

Today was pretty laid back. Rob did not get here until around 2:30 due to other obligations, so I took that time to double check some on the "Analytics" assignment that he gave me Friday. Before I left Friday, Rob asked me to create and a visual layout that displayed the results of 5 air sample tests and 2 swab tests that he got back from the lab in tabular form. I finished the portion of the assignment Friday before I left, but I wanted to make sure everything was correct, which is why I spent the day revising it. After Rob was close Ft. Valley, he emailed me the second part of the assignment, which was to graph the results on an intuitive fashion by 3:00 pm.

**Reflection:** Even though graphing numbers seems like an easy enough task, the steps getting to the actual graphing stage took quite a bit of time. I enjoyed that pressure and that sudden deadline that Rob gave me to complete the task. I finished and sent what Rob wanted at 2:59 lol.

### **July 24th-31st: 46th-51st Days**

From the 24th through the 31st, I was assigned to gain knowledge of the press breaks at Blue Bird's South Campus from one of the safety representatives, investigate the injury type and frequency of in regards to operating the press breaks down there, and create training to prevent these types of injuries from occurring later on. Rob gave me an assignment a while back to investigate the injuries of one of the supervisors at the South Campus, realized he was leading the plant in injuries, was puzzled as to



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what to do and I offered my assistance to make the training module. I spent many hours asking questions, recording helpful tips to include in the video, making videos to break down the operations, and held many meetings with the supervisor over the area and the South Campus plant manager.

**Reflection:** This project has been great and allowed me to truly put my instructional design background to the test. Rob gave me full control over this project, which made me feel confident about my abilities and excited for this new challenge. Hopefully my training video will prevent these types of injuries from occurring so frequently.

### **August 1st: 52nd Day**

Today I continued working on the actually press break training module. I put together how the module was going to flow, which topics were going to be discussed, and which of the MANY pictures I took will be used. This was nerve racking, but once I finished organizing everything, the pieces came together fairly quickly. The most exciting part about my day was the meeting I had with Mike McCurdy, the Director of HR. I had a meeting with him to discuss the possibility of becoming a full time employee here at Blue Bird. The news he gave me made me smile like a little kid. Mike not only said that he would try and get me on full time, he also said that he wants to view my schedule for next semester and hopefully keep me on as a temp until I graduate!

**Reflection:** When I tell you I was excited, I mean I was EXCITED about the new Mike gave me lol. Everything seems to be coming together nicely and I can only thank God for these opportunities.