

Maximizing operational efficiency.

REXAM

Client/Location

Rexam/London, England, UK

Project

Training machine operators on how to best use the equipment to mitigate the risk of product defects

Highlights

- Created a training program to help plant-floor personnel perform their jobs more effectively
- Provided additional training components to help plant-floor personnel gain more experience and become more proficient in various aspects of their jobs
- Translated the English courses into Brazilian Portuguese and Latin American Spanish for plants in South America



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

A worldwide leader in the manufacturing of aluminum beverage cans required immediate assistance for an operational training and support project

Client Challenge

Rexam embarked on a corporate-wide program to reduce the frequency of defects in their output. Their own industrial engineers determined that many problems stemmed from various plant-floor personnel not performing their jobs correctly. Lack of experience was also a problem, as half their workforce was scheduled to retire over a three-year period. Statistics showed that the highest percentage of defects came from the operators of the machinery that prints labels on the cans.

Mastech Digital worked closely with the company to determine training and support requirements for the printer operators. Training had to be trackable and deliverable in each of the company's 17 US plants as well as 11 in South America. Job aids would have to be disposable due to the plant floor environment.

Mastech Digital Solution

Delivery methods included eLearning, with heavy use of animation and video, to show detailed operating procedures and machine adjustments, combined with print-on-demand job aids. Additional training components included hands-on activities designed to gain experience with and demonstrate proficiency in various operations and adjustments. Participants completed the hands-on activities with a supervisor or mentor.

Courses included the following topics for printer operators: Overview, Printer Adjustments, Label Changes, and Troubleshooting.

Outcomes

Electronic versions of all the training materials (web-based training, job aids, and hands-on activities) were delivered to the client. In addition, Mastech Digital worked with a third-party vendor to produce translated versions of the materials in Brazilian Portuguese and Latin American Spanish.

Preliminary results from the pilot roll-out of the training at one plant showed that the training contributed to a measurable reduction in the number of printing-related defects.