



Precision Installations Co.

Learning Organization Improvement Plan

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Section 1:

Shared Vision and Mission Communication

Vision & Mission Communication Strategy

To address turnover and inconsistent onboarding, Precision Installations Co. will reinforce its shared vision—“Precision, professionalism, and pride in every install”—and mission—“To deliver dependable, expert appliance installation while growing skilled professionals from within.”

We will communicate this through:

- **Welcome packets and orientation videos** explaining company values.
- **Bi-weekly team huddles**, where managers connect current projects to our core mission.
- **Visual reminders** like branded checklists and signage in the workshop and vans.



Shared Vision and Communication (Continued)

Ongoing Reinforcement

The mission will be woven into daily operations:

- **Job reviews** will include discussions of how employee actions supported company values.
- **Monthly spotlight emails** will highlight team members who exemplify the mission.
- **Supervisor coaching** will include regular vision “refreshers” in toolbox meetings.

Measuring Success

We'll use:

- **New hire feedback surveys** at 30 and 90 days.
- **Retention data and job performance tracking** in the first 6 months.
- **Quarterly staff surveys** to assess alignment with company values.



Section 2:

Knowledge-Sharing Initiatives

Initiative 1: "Installer Buddy" Program

New hires will be paired with experienced techs for 4–6 weeks. Buddies will provide on-the-job training, explain tools and systems, and model customer service expectations.

- **Timeline:** Start with 1–2 buddy pairs immediately; evaluate after 1 month.
- **Resources:** Mentorship guide with weekly checklists and suggested topics.
- **Roles:** Lead techs volunteer as buddies; managers check progress weekly.



Knowledge-Sharing Initiatives (Continued)

Initiative 2: "Toolbox Talks & Lessons Learned" Board

A whiteboard and shared Slack channel will serve as a space to post tips, successes, or mistakes to learn from—supporting a culture of open communication and continuous improvement.

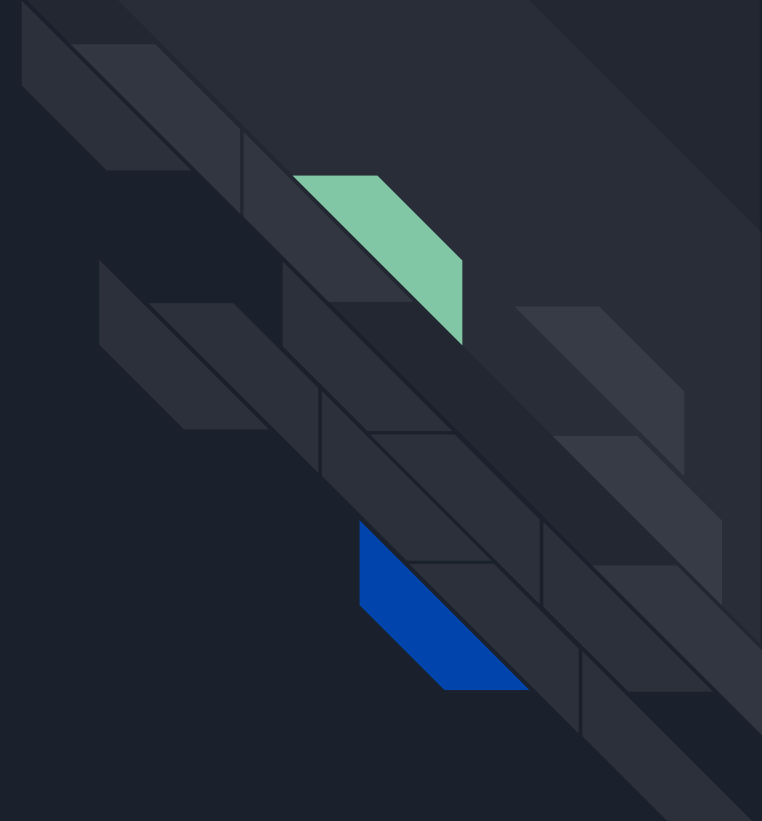
- **Timeline:** Launch both formats in Week 2; add prompts during Friday meetings.
- **Resources:** Shared photos, short write-ups, optional video clips of installs.
- **Roles:** Managers kick off weekly “Talk Topics”; team members contribute wins/mistakes.

Sustainability Strategy

Both programs will be embedded into onboarding and staff meetings.

Buddy mentorship will be recognized with small incentives (e.g., tool stipends or shout-outs).

Toolbox Talks will rotate authorship monthly to keep it fresh and collaborative.





Section 3:

Learning Culture Assessment

Assessment Strategy

To understand our current learning culture:

- **Anonymous surveys** will ask team members what helped or hurt their onboarding.
- **Exit interviews** will gather insights from departing employees.
- **Observation** during training weeks will capture

This will help identify whether new hires are set up for success or left to figure things out solo, and whether our training aligns with real job expectations.



Learning Culture Assessment (Continued)

Two Approaches to Strengthen Learning Culture

1. Create a Structured Onboarding Path

Right now, new employees learn mostly by shadowing.

We'll develop a simple onboarding checklist with key milestones: tools, tasks, safety, and customer interaction. This creates consistency and reduces knowledge gaps.

2. Support Growth Through Micro-Trainings

Once a month, we'll host a 15-minute team training.

These will cover topics like tricky installs, paperwork tips, or new products. These quick sessions build confidence and turn each employee into a resource for others.

Conclusion: Building a Culture of Growth

These improvements will reduce turnover, boost job readiness, and create a stronger team environment.

When employees feel supported and see opportunities to grow, they're more engaged, more confident, and more likely to stay. This plan helps turn day-to-day work into a meaningful career path.

