

Training at keller- globe essay sample

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Lou Mc Gowen was worried as she approached the training director's office. She is the supervisor of six punch press operators at Keller-Globe, a maker of sheet metal parts for the industrial refrigeration industry. She had just learned that her punch presses would soon be replaced with a continuous-feed system that would double the speed of operations. She was thinking about how the workers might feel about the new system when the training director, Bill Taylor, opened the door and said, " Come on in, Lou. I've been looking forward to seeing you."

After a few pleasantries, Lou told Bill of her concerns. " The operators really know their jobs now. But this continuous-feed system is a whole new ball game. I'm concerned, too, about how the workers will feel about it. The new presses are going to run faster. They may think that their job is going to be harder."

Bill replied, " After talking with the plant engineer and the production manager, I made a tentative training schedule that might make you feel a little better. I think we first have to let the workers know why this change is necessary. You know that both of our competitors changed to this new system last year. After that, we will teach your people to operate the new presses."

" Who's going to do the teaching?" Lou asked. " I haven't even seen the new system."

" Well, Lou," said Bill, " the manufacturer has arranged for you to visit a plant with a similar system. They'll also ship one of the punch presses in early so you and your workers can learn to operate it."

“ Will the factory give us any other training help?” Lou asked.

“ Yes, I have asked them to send a trainer down as soon as the first press is set up. He will conduct some classroom sessions and then work with your people on the new machine.”

After further discussion about details, Lou thanked Bill and headed back to the production department.