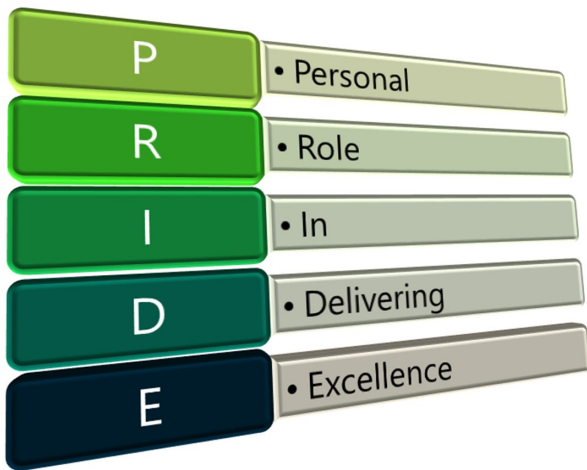Paperplane
consulting
Think. Know. Do.

PRIDE Training

Business Challenge

An aerospace company found that the quality of their product and levels of motivation, particularly on the shop-floor, were not what they wanted. They had issues with:

- **Delivered Quality**—unhappy customers and work being returned.

- **On Time Delivery**—rework causing work to take longer than it should and to be wrong anyway.

- **Employee Motivation**— staff feeling that management aren't listening and don't care about them or their development.

- **Audit Findings**—issues at certification audit because people don't know why things are important.

P • Personal
R • Role
I • In
D • Delivering
E • Excellence

Approach

- **Acceptance**—No matter how it looks, no one wants to do a bad job.

- **Understand our value to our customers**—what does our product do? Why is it important?

- **Understand our value to ourselves**—how do we achieve the results that our customer wants?

- **Why are we special?** - What is our technology and how does our product(s) work?

- **Understand how we do it**—What systems and processes do we operate to produce the product in control?

- **Understand how we know if it's right**—what are the key metrics of the business and why do they matter?

- **Assessment following training to ensure understanding.**

Solution

- **Bespoke 6 module training package developed and delivered (total 3 hours). Subject areas included:**

   Quality and Compliance

   Strategy and KPIs

   Product Awareness and Human factors

- **Delivered to all employees (over 1,000), at _all_ levels.**

- **Each module comes with an assessment package to allow demonstration of employee understanding and enable retraining if required.**

Results

- Employee engagement and product awareness increased substantially.

- Certification audit performance and delivered quality to customers improved, leading to fewer non-conformances to deal with.

- Customers and auditors applauded the investment of time in the people in contact with their product.

- Organisational awareness of business metrics and their importance increased.

For more information, please contact:

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