

# RWD Helps Workers with Packaging Transformation

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*“The customer cited our in-depth knowledge of their processes and their previous experiences working with us. They knew that our project-management processes are extremely strong. They also understood our development process.”*

-Kevin Thayer  
Strategic Account Director,  
RWD

## Client Challenge

When a manufacturing company implements a new production system, the workers affected could face a major challenge in mastering it. Their training—and the support documentation the system requires—may be just as important to success as the shiny new hardware itself.

That’s the situation one food processing company recently found itself in. This producer will be installing a new packaging system that radically changes the way its products are packaged and cased. The workers impacted will be facing a very different environment with tasks that they are unfamiliar with. Failure to provide them with effective training could sabotage the efficiencies the new system otherwise should provide.

The company’s training director had worked with RWD before and had very favorable memories of those experiences. He contacted RWD about his company’s changes and the need for training documentation.

## Solution

With the old packaging system, laborious changeovers had to occur with almost every switch of product and package type. The new system will automate the process allowing quick, easy changes of product and packaging. Then, the packages will be automatically loaded into cartons; which will be palletized and sealed for shipment.

The company didn’t know what it would take to fully prepare its workers for this huge change. The first step was to hire RWD to analyze the old system and compare it to the system-to-be. This “needs analysis” and evaluation of support tools and documentation formed the basis for a request for information for developing a curriculum that included:

- Instructor-led training
- On-the-job training
- Computer-based training
- Standard work instructions
- Job aids

*“This was the smoothest, most successful launch of a new process this company has ever undergone. That success is due in large part to the training developed and implemented, and the support provided, by RWD.”*

Launch Director

The vital needs analysis is often a step that’s overlooked in this process. When it is skipped over, the decision-makers may mistakenly provide workers with things they don’t need while omitting things they do.

### **Solution Implementation**

RWD hit the ground running, placing a three-person team on-site within days. It set up a secure SharePoint website for all of the project’s stakeholders to review material and comment on it. Document specifications were developed. RWD created the curriculum outline and course outlines down to the modules and learning objectives. And RWD began to handle communication between the customer and the equipment vendors obtaining the technical information for support tools.

The initial stages of the project are taking place at the customer’s headquarters and a test-bed facility. Then, the project will be rolled out at the initial production facilities early in 2008 and phased in to all remaining facilities in the following months.

Through its in-depth reviews of the existing system and the future system RWD will create an entire blended-learning system, work instructions, and job aids. As a result, employees in the transformed packaging operations will be prepared to better manage and maintain their radically new systems, assuring high-quality products, improved production, and reduced costs.