

Performance Study Fact Sheet

The purpose of the Performance Study is to identify gaps and specify opportunities for improving human performance. A desired outcomes of this study is to provide management with a strategic plan for improving human performance and improve operations. This strategic plan will enable plant management to target training and related human-capital investment dollars to where they will produce the most results and benefits for the operation. Another outcome (optional) of this study is to help prepare the necessary information to apply for a Tennessee Job Skills Grant.

Methodology

Generally speaking, the CIS team will gather information using the following methods:

- * Conducting interviews with site managers, supervisors, and hourly workers in production and maintenance. We expect to interview people either individually (one-on-one) and / or in small focus groups (2 - 3 individuals simultaneously). The interviews will last approximately 40 - 50 minutes.
- * Conducting observations/walk-throughs of the various manufacturing processes.
- * Gather relevant plant metrics (e.g., productivity measurements, turnover, waste, volume, quality, etc.)
- * Review materials and documents used by personnel.
- * Review materials / documents that benchmark best practices, including data available from other MEP centers and other research-based organizations, as well as from our own experience base.

CIS interviews, observations, and reviews will focus on how the company conducts business in those areas identified in the "Performance Wheel" (copyright 1986-2001 Performance Technology Group, Inc.).

Selection Methods: process whereby candidates are selected for employment (includes those candidates new to the job and those employees seeking transfer or promotion).

Job Duties & Tasks: definitive listing of the tasks (discrete units of work), organized into related groups (duties), performed by an individual within a specific job classification.

Task Performance Standards: measurable, observable criteria whereby an individual can determine if a specific task has been performed correctly.

Training (Skills & Knowledge): process or system by which an individual acquires the ability to do something he or she was previously unable to do; can be formal or informal, structured or unstructured.

Tools & References: items used by job incumbents to perform specific tasks.

Feedback & Inputs: processes, systems, or methods whereby performance information is conveyed to job incumbents individually and as a group.



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Performance Wheel

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