


# CONFIDENTIAL CLIENT




GEORGIA | USA  
1 YEAR

## ON THE JOB TRAINING PROGRAM DEVELOPMENT

 Commissioning  
& Qualification


 Building  
Commissioning


 Asset Management  
& Reliability

 Quality, Compliance,  
& Regulatory

 Human  
Performance

 Process &  
Manufacturing Technology

 Program & Project  
Management

 Automation &  
Information Technology

 The Chemistry of Full-  
Scale Operations™

 Data  
Centers

### WHEN YOU NEED TO MEET A HIGHER STANDARD™

#### PROJECT OVERVIEW

CAI had already been working extensively with a blood products manufacturer to commission and qualify their facility and equipment when CAI identified the need for role definition and training development within the utilities and maintenance groups.

#### SERVICES PROVIDED

- CAI analyzed the different job roles within the utilities and maintenance groups to identify the Knowledge, Skills, and Abilities (KSAs) required for an operator to competently perform his or her job.
- Training plans were developed using the identified KSAs.
- On the job training guides were developed as a way for trainees to prove competence in required knowledge and skills.
- On the job training focused on general knowledge of the system or equipment, the ability to perform the tasks in the prescribed manner, and the ability to recognize defect and suggest corrective actions.

#### BUSINESS NEEDS

- Fewer operator errors
- Higher equipment uptime

#### EMPLOYEE NEEDS

- Clear, concise training manuals
- Specific training tracks tailored to job roles

#### VALUE DELIVERED

CAI had knowledge of the equipment and systems from involvement during construction and start-up. This enabled CAI's human performance team to create training plans and content that served both business and employee needs.