

... CASE STUDY

Reducing Equipment Downtime at a Major Shipping Company

Challenge

A major shipping company needed a partner who could provide equipment-specific training for general technicians, sort technicians, and electronic technicians. In order to increase efficiency and minimize downtime, the client was striving to establish a validated certification and equipment-specific training program for their technicians, particularly in the areas of hydraulics and basic electricity, as well as for the DC-10 nose dock.

Solution

GP employed a content validity study to create certification tests for this project. GP developed validated certification tests on Hydraulics and Basic Electricity, followed by additional work with the client to address other equipment-specific training needs at their Memphis hub.

GP reviewed course topics with the client to determine specific areas required for each maintenance technician group to create a master certification program.

GP also assisted the client with the actual creation of the certification program standard operating procedures (SOPs) and the test scheduling. After all courses and course study materials were identified, GP worked with the client to develop 11 additional validated certification tests and 3 master certification tests as part of the certification program.

In addition to the courseware and material development, GP also provided the client with 3 full time training coordinators and 5 full time developers/instructors. Additionally, GP developed equipment-specific and fundamentals training for the nose dock area.



GP Strategies® developed training and trained over 180 technicians in just over 8 months with a significant reduction in equipment downtime. Outstanding job!

- Manager, Sort Systems Maintenance
Major Shipping Company

BUSINESS IMPACT

The fundamentals training provided the client technicians with the baseline knowledge and skills required to effectively operate, maintain, and troubleshoot the DC-10 nose dock equipment. Allen-Bradley PLC-5 basics were included as part of the fundamentals training, with emphasis on Rockwell Automations RSLogix5 PLC software. The client built PLC-5 trainers specifically for this portion of the training course.

