

## Skills Training

### Controlling Hand Based Processes

## Case Study

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## case study

## McLaren Custom-Built To Succeed



Upper:  
Lecturers from left to right: Andrew Matthews, Stuart Grogan and Brian Ross at work.  
Lower:  
James Farrell from Surrey Training & Enterprise Council (STEC) and Jeff Hazell from McLaren.

**M**cLaren Cars know a thing or two about producing winners. So when Jeff Hazell, their General Manager of composites, decided to develop a customised team to help build their new luxury sports car and contacted Surrey Training & Enterprise Council, a winning formula was bound to result.

The car – aptly named ‘1’ – is revolutionary in that the body shell is made using carbon composite, which gives it a stiff chassis and a very high level of crash-worthiness making the car weigh a lot less than many on the road today. But in developing the car, McLaren’s found that the skills were available to produce the carbon composite were either too skilled or not skilled in the relevant procedures. The management team then looked at producing a customised training scheme and asked Surrey Training & Enterprise Council for help.

James Farrell, Surrey Training & Enterprise Council’s Adult Training Manager, takes up the story: “After McLaren’s contacted us we looked at a number of training colleges throughout the country and scanned the best available training packages, eventually identifying Brooklands College in Weybridge. Gwentfoot Job Centre recruited and screened applicants and I am pleased to say 24 Surrey people, many of whom are presently unemployed, will be working for McLaren’s in producing a first rate sports car for the 21st century.”

“What we developed was a two week course with Brooklands College.”  
explains Jeff Hazell.

“After lecture times in the whole customiser which the trainees move on to the shop floor. To manufacture our training, we are working with the British Polymer Association to develop the course to formal NVQ levels, which will benefit trainees as well as employees.”

McLaren’s sees the development of trainees in specific roles within the company as a major asset and nothing so we helping to create new jobs. Working with Surrey Training & Enterprise Council to achieve a qualified, motivated and successful workforce is just a start.

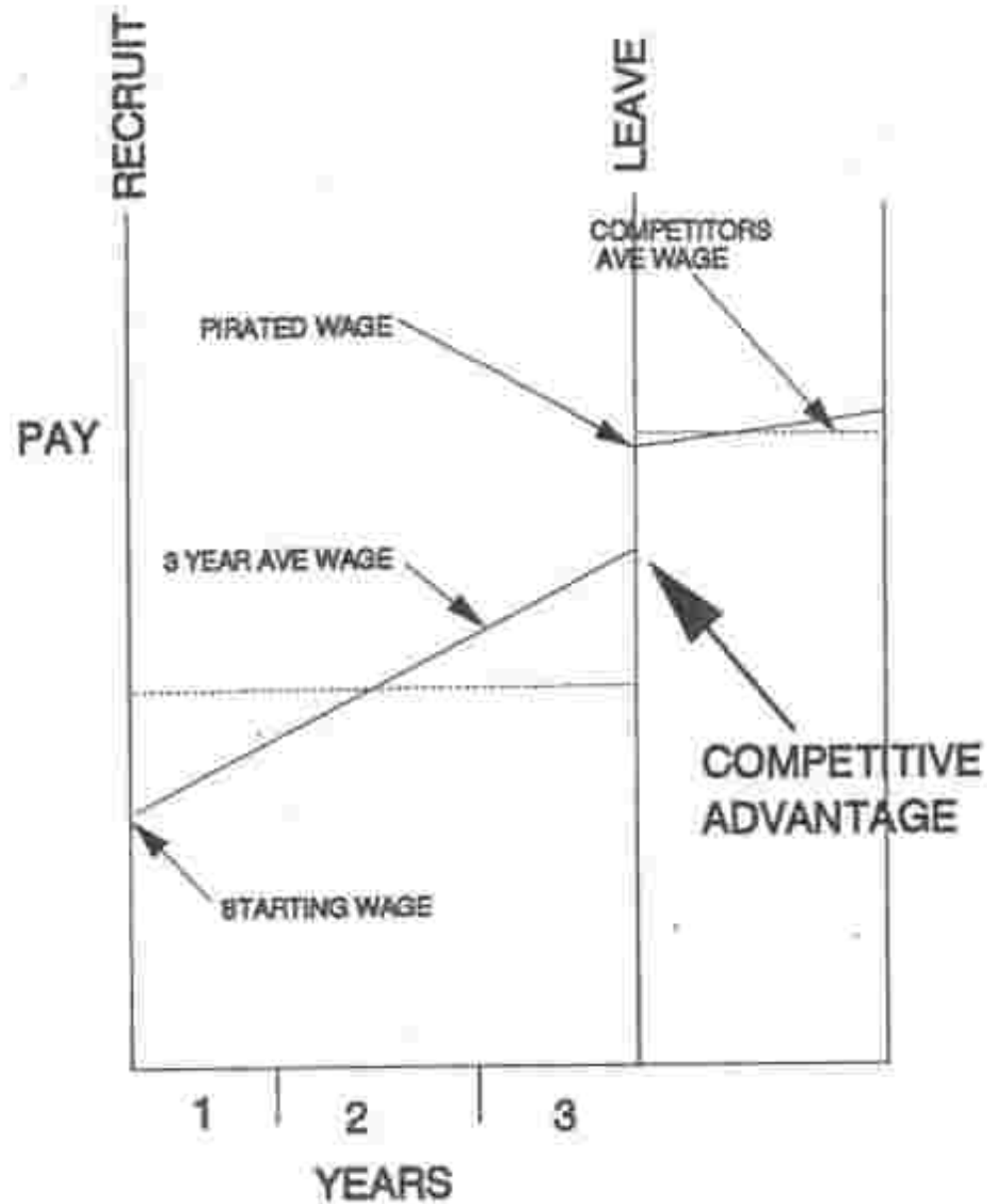
TRAINING

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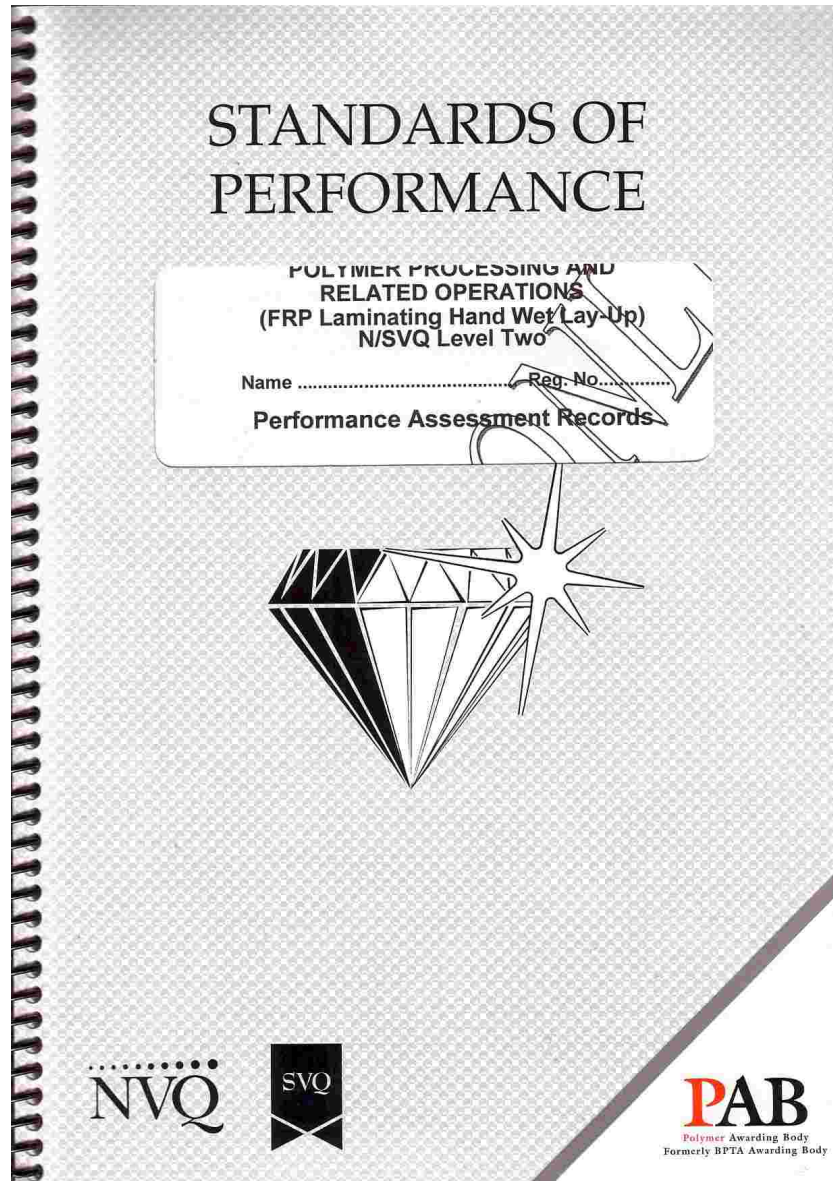
**It made sense for McLaren to become a training centre such were the benefits of training the workforce**

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**Strategic  
training can  
put your  
competitors  
out of  
business**

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## 2 Books

- PAR Performance Assessment Record
- SOP Standard of Performance



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- what points should be looked for
- the frequency of checks
- why they must be done
- who can carry them out
- what records are checked


23A:14 What action should be taken on discovery of discrepancies with:

- guards and safety devices?
- maintenance/equipment repairs?
- moulding conditions?
- quality of product?


Company specific .....

### Assessment: Practical

During production, you should, without prompting:

23A:15 Select all relevant documents and instructions prior to production to include:

- material/enforcement specification
- product specification
- production schedules
- operating/safety procedures


23A:16 Agree and allocate work roles

Confirm instructions are understood


23A:17 Determine and organise the work area for the laminating operation taking into account (where applicable):

British Polymer Training Association

	Trainer/Assessor				Verifier
	1	2	3	4	
A1.15 State the location of the fire alarm and describe fire alarm sound.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A1.16 From these given areas on the premises state the evacuation routes and their related assembly points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A1.17 From your usual work plan building in accordance and emergency plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A1.18 Locate the P and:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Ide: Continuous assessment completed either:					<input type="checkbox"/>
- Se a) by self assessment					<input type="checkbox"/>
- b) as integral part of skills development by for example:					<input type="checkbox"/>
A1.19 Sa: : trainer					<input type="checkbox"/>
: master					<input type="checkbox"/>
A1.20 Sa: : coach					<input type="checkbox"/>
: colleague					<input type="checkbox"/>
A1.21 Ide: c) a combination of both					<input type="checkbox"/>
: pro					<input type="checkbox"/>
A1.22 De: Competence Assessment completed by nominated personnel trained in assessment skills.					<input type="checkbox"/>
A1.23 Ide: 100% verification completed by holder of D31, D34 using system set up in-company [NOT involved in any further training/assessment activities]					<input type="checkbox"/>
- Pr					<input type="checkbox"/>
- W					<input type="checkbox"/>
- M					<input type="checkbox"/>
- Safe c					<input type="checkbox"/>

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- 3 MEN 1 JOB
- 1 JOB 3 MEN
- MUST BE ACHIEVED BY 5TH MONTH

**I** MUST BE SUPERVISED AT ALL TIMES

**L** CAN WORK ALONE WILL FULL INSPECTION

**U** HAS PRODUCED JOB WITH ZERO DEFECTS  
AND CAN NOW WORK WITH SAMPLE INSPECTION

**O** CAN TRAIN OTHERS TO DO THE JOB

•Forms the basis for Skill Control

•Process control in hand based processes

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DONT FORGET DEMMINGS OBLIGATION 10

**"ELIMINATE EXHORTATIONS TO THE WORKFORCE"**

IE DONT STICK THINGS ON THE WALL YOU CANT BACK UP



Workshop Practice

## Full implementation of Gemba Kanri (Workshop Practice)

1500mm

**SKILL CONTROL**

TEAM LEADER  
NAME: \_\_\_\_\_

TEAM

900mm

- The operator has not been supervised with full supervision
- The operator has not been supervised with full supervision
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