Overview
TAFCO has been manufacturing walk-in coolers and freezers for sixty years. Part of their process requires semi-automated machines to cut and mend metal sheets. As TAFCO sees their experienced workforce start to retire and new hires come in, the company needs standardized start up procedures, work instructions, and training for five different Metal Department machines.

Objectives
TMP 3 was tasked with constructing work instructions for the Metal Department. The team wanted to create a set of work instructions that can be utilized by any employee at TAFCO to complete any task within the Metal Department. These standardized work instructions will help with the current bottlenecks in their procedures.

Approach
● Took a total of three visits to TAFCO’s main facility
● Created a current state process map for the Metal Department
● Wrote SOP instructions for the five main machines
● Embedded PowerPoint Training modules into work instructions

Outcomes
With the SOPs and Work Instructions TAFCO has been given, there are many ways in which the company will be able to improve throughout the next couple of years, but more specifically when their new facility is opened and becomes fully operational. First and foremost, the company will be able to produce all of its products through a standardized process with little to no variation in the process from employee to employee. Prior to the creation of the SOPs and work instructions, the daily processes were carried out based on how each machine operator was taught by his or her predecessor, which was often not how management would want production to be done. Now, however, each operator will have a defined list of instructions to follow that will ensure that the same thing is being done each time at each machine for the various parts that come through during the day..
Secondly, the company will be able to train all of its new hires in the same manner. As was previously mentioned, new hires were educated by the person above them, who may or may not have been doing his or her job correctly. In completing the work instructions for each machine, the team also decided to embed a training module within the file to assist with the training of new hire. This allows them to learn the process as it should be carried out. Should the company get all of its employees to commit to following the SOPs and work instructions, then a great amount of money can potentially be saved due to lower scrap costs and increased employee output.