



#### AXONIFY CASE STUDY:

## Precision Resource improves operational excellence and realizes \$150,000 of training value

### For manufacturers, operational excellence is the ultimate goal.

So, in an industry where time is money, you can't afford to have a machine go down or constantly pull your frontline off the floor for lengthy training sessions.

#### COMPANY:

Precision Resource provides critical component solutions for manufacturers throughout the world and specializes in fineblanking and secondary finishing capabilities, delivering customers superior manufacturing solutions.

#### INDUSTRY:

Manufacturing

#### KEY CHALLENGES:

- Limit the need to take employees off the press shop floor for training
- Ensure product quality and efficiency by providing job-specific training
- Decrease downtime without sacrificing productivity
- Find a modern training solution that reinforces training material to ensure the learning is retained
- Increase employee engagement

#### SOLUTION:

Implemented the Axonify Microlearning Platform across the entire company from engineering to finance and all other office staff, with a primary focus in the press shop.

#### RESULTS:

**\$112-150K**

ROI in training

**92%**

Employees engaged in training

**12%**

Increase in job-specific training, and health and safety topics



Improved OEE by decreasing number of press operator errors and scrap

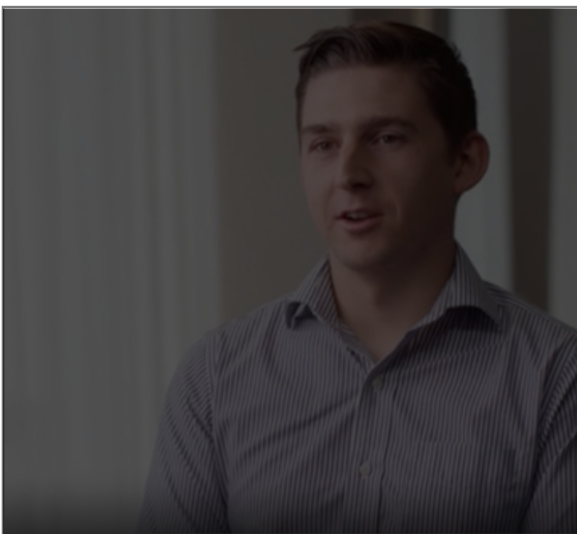
**2-3 wks**

Participation rate in training



“We put a huge emphasis on training our workforce to ensure they’re working efficiently and producing high-quality work.”

**JAMIE BRACKPOOL**  
CONTENT DEVELOPER, PRECISION RESOURCE



“The biggest challenges in the manufacturing industry today are ensuring product quality and efficiency. This means customers receive products defect-free and on time,” explains Rob Graham, Production Manager at Precision Resource’s Cambridge Division. And Graham would know. With 25 years of industry experience, his daily focus is directing the production group to improve on operational performance metrics at the corporation’s largest division.

Precision Resource specializes in a high-precision, high-complexity stamping process supplying automotive and industrial companies with fully finished components. In fact, millions of pieces are produced weekly at the Cambridge Division alone. “As a global leader, we’re constantly pushing the capabilities of fineblanking. Our product mix is on the high end of complexity with respect to the requirements we have to fulfill for our customers,” Graham explains. “And, we’re in a niche market as there are a limited number of stamping companies producing these parts.”

## Precision makes perfect

You know that feeling when you find the perfect position in your car seat? Not too upright or reclined—but, just right? You can thank Graham's team for producing that pivot point. But that seat component isn't just about comfort. It's also an incredibly important safety feature. So it has to meet very rigorous regulations and load requirements—meaning there's zero room for error. Each aspect must be precisely executed. "It's pretty easy to build one," says Graham. "But it's far more challenging to build millions every year."

Challenging, indeed. For many discrete manufacturers, no matter the complexity of their products, there are so many variables that can impact operational excellence goals. But product quality and efficiency have the biggest impact. And these outcomes are largely in the hands of frontline employees. "We put a huge emphasis on training our workforce to ensure they're working efficiently and producing high-quality work," says Jamie Brackpool, who's responsible for developing employee training content at Precision Resource.

"Doing things right the first time, quickly and accurately, is key," agrees Graham. "Our goal is to produce the parts with the appropriate amount of labor, as quickly as we can, with no defects." Why? Because the consequences can get expensive, fast.

## What happens if you don't do it right the first time

If even one defective part gets through it's on the manufacturer to set things right by ensuring the customer is satisfied with the corrective actions put in place. And this cost goes beyond dollars and time—it could also negatively impact your credibility with the customer. That's why the leaders at Precision Resource know the value of training their workforce and the impact it makes on operational excellence. "If our workforce doesn't have the right knowledge to do their jobs, it puts our reputation at risk and sets us back financially. For example, poorly trained individuals could produce parts that are deemed scrap at subsequent operations," explains Graham. "Or, in our secondary operations—where they're the last touchpoint before the parts go out the door—if people aren't properly trained, they could be accepting parts that don't meet our customer's quality standards."

Not to mention the ramifications of unplanned downtime if the equipment breaks. "If someone isn't properly trained on how to run a press or use a particular tool and it's damaged, the resulting downtime is expensive," says Graham. "Throughput comes to a grinding halt, which means we can't produce parts the customer requires. And, if they require a certain quantity a week, we have to run overtime, work weekends and use expedited freight to get them the parts once we've fulfilled the missed order. All of this adds up."

## When you're not down for downtime

Needless to say, job-specific training for your frontline in this kind of high-complexity, high-volume industry is absolutely crucial in saving time, money and staying competitive. Sarah Wong, Human Resources Generalist at Precision Resource couldn't agree more, "We understand how important training development is and that we need to offer continuous professional growth for our employees." However, providing training in a manufacturing plant without causing a lot of downtime is an industry-wide challenge.



“When you take hundreds of employees off the floor and try to provide training in a classroom setting, it’s very time consuming and they don’t retain all of the information they need,” explains Wong. So, with challenges like these, how do manufacturers like Precision Resource continuously improve operational excellence?

By investing in cutting-edge technology that not only provides job-specific training but limits the need to pull the frontline employees off the floor.

That’s exactly why Precision Resource decided to invest in a microlearning platform like Axonify throughout several of its departments—from engineering to finance and all other office staff, with a primary focus in the press shop. “We were struggling to free the time and resources necessary for training. We needed a platform that would provide frequent touchpoints and follow up again and again to ensure people were retaining everything they had learned,” says Wong. “The Axonify platform encompasses this and more. It’s so simple to use, and the gamification features engage employees of all ages through friendly competition.”

### What happens when your workforce retains their training

Precision Resource’s press shop employees have now been training on Axonify for a total of 748 hours (at only 3-5-minute intervals during their shifts). “We would normally have to take our people off the plant floor to provide training—this costs quite a lot of money and requires a lot of downtime,” explains Brackpool. “Axonify alleviates that problem because we provide training while the presses are running, letting us keep efficiency as our highest priority.”

But training only works if your employees actually remember what they’ve learned. Take Omar Persaud, for instance, a team lead in the press shop at Precision Resource. He came into work one day and noticed that one of his colleagues was about to make a costly error in the strip start-up process. Basically, the operator needs to place the slugs on specific locations of the cutting surface to ensure components of the tool move correctly and freely. “He had placed the slugs in the wrong spot,” explains Persaud. “I knew immediately just by looking at it because I remembered doing that exact training in Axonify.”

“If the slugs are placed incorrectly during the movement check, the component may fracture,” explains Brackpool.



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SARAH WONG

RESOURCES GENERALIST, PRECISION RESOURCE

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“The operator won’t always catch the fracture immediately. So, it could break 100 parts down the line and cause a tool failure, resulting in a costly tool pull.” Persaud later joked to his colleague, “Maybe you should take a few minutes to complete your Axonify training today!”

### What doing it right the first time means in dollars

If successfully improving overall equipment efficiency (OEE) is challenging, then quantifying the value of training in dollars is even more difficult. But that hasn’t stopped Graham, Brackpool and Wong from proving just that to the business.

According to Brackpool, **“In the press shop alone, the value of that training is between \$112,000 to \$150,000** based on the time they get to train while the presses are actually running.” Wong agrees, “This is a huge number and highly valuable for educating our workforce without negatively impacting efficiency and productivity.”

“Operational excellence is a huge motivation for ensuring our workforce knows how to do their jobs effectively and efficiently. With Axonify, I can run the presses and train my people at the same time, since employees can complete a quick training session on their break or while the person next to them monitors the press.”

**ROB GRAHAM**

PRODUCTION MANAGER, PRECISION RESOURCE



## Results beyond dollars

And, let's not forget about the **improvement in OEE**, especially as more job-specific training content becomes available in the platform. “Things like not knowing how to properly do a strip start-up drags down our OEE,” explains Graham. “So being really clear in showing people the correct way to do something and then making sure that training is reinforced with **Axonify has really helped to decrease the amount of press operator errors.**” And, bonus—if the workforce does it right the first time, without damaging any tool components, you'll produce less scrap!

On top of all that, Precision Resource is now able to accurately measure frontline knowledge and track the tangible impact of the training Brackpool delivers through the platform. Employees **log on at least 2-3 times a week** to do their training, averaging a **92% participation rate**, which has led to a **12% increase in their knowledge in job-specific training, and health and safety topics.**

“Operational excellence is a huge motivation for ensuring our workforce knows how to do their jobs effectively and efficiently,” says Graham. “With Axonify, I can run the presses and train my people at the same time, since employees can complete a quick training session on their break or while the person next to them monitors the press.”

## Having a partner who's just a phone call away

Graham and his team know that achieving these kinds of results and continuing to strive for more requires

the right content and a strong partnership with the technology provider you decide to invest with. He also cautions anyone who thinks it'll just work without some active participation from employees and serious thought on how to develop the best content. “The Axonify team did a great job of explaining how to formulate questions and make them more situational, which is a big advantage over conventional training,” he says.

In Brackpool's opinion, they've only just scratched the surface. He has big plans for continuing to provide meaningful training and driving operational excellence goals. “I know if I need support it's only a phone call away,” he says. “The Axonify team did a great job of explaining how the product works really well, including how we can use it to drive business results. Just knowing that someone is supporting you is really important when you're trying to make an impact.”

Along with the help from Wong, Graham and other leaders at Precision Resource, Brackpool is building training content and ensuring it remains relevant and personalized to the frontline workforce, regardless of their age or job experience. “Everyone's different, right? We have older and younger employees, so our age range is very wide,” explains Wong. “My biggest fear was that some of our more seasoned folks wouldn't embrace the technology, but the Axonify team showed us how easy the platform is to use. Now, everyone is more motivated to learn so they can get more points up on the leaderboard. This healthy competition drives engagement which has had a really positive impact on our culture.” 