



THE LEADER IN  
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**800-643-7822**  
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**ABOUT THE PRESENTER**  
Leo Lambert  
Vice President,  
Technical Director

## Welcome to the EPTAC Webinar Series:

# And the Winner is? – The Skilled Worker

You are connected to our live presentation delivered via the internet. The webinar will begin shortly.

You will see the presentation slides on your computer monitor. To hear the audio, you will hear it over your computer.





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## Attendee Quick Reference

- You can ask questions by typing text directly to the presenter using the “Question and Answer” box

### Control Panel Features:

Once you have joined our Webinar, you will see this GoToWebinar Control Panel and Grab Tab. The control panel contains three panes that can be expanded or collapsed by clicking the arrow on the left side of each pane.

### To Leave a Webinar:

- From the Attendee Control Panel **File** Menu, select **Exit – Leave Webinar**.
- On the **Leave Webinar?** Confirmation dialog box, click **Yes**.

The screenshot shows the GoToWebinar Control Panel interface. It features a menu bar (File, View, Tools, Help) and three main panes on the left side, each with a collapse/expand arrow:

- My Details:** Shows the attendee name and Satisfaction Rating. Attendees can change their Satisfaction Rating by clicking on the drop-down arrow.
- Webinar Info:** Provided for quick reference. It displays the webinar title "Give Punch to Online Presentations", a registration link, and the Webinar ID# 100-345-110.
- Grab Tab:** Enables attendees to minimize the Control Panel to the side of their desktops and still access Viewer tools.

At the bottom, there is a **Question and Answer** section. It includes a "Question and Answer Log" area and a text input field for entering a question for the staff, with a "Send" button below it. A note indicates that if turned on by an organizer, attendees can submit questions and review answers, and broadcast messages from an organizer will also show here.



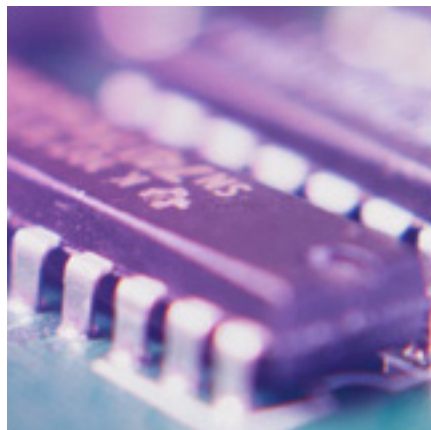


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**And the Winner  
is?**

***The Skilled Worker***





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# Peter Drucker

- “Knowledge has to be improved, challenged, and increased constantly, or it vanishes”





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# Resources Needed

- An awareness that it will be necessary to learn new technologies and skills to manufacture new products





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## Who is the Skilled Worker ?

### They

- Know what they are doing
- Have the skills to do the job





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# Skill Workers

- Are manufacturing employees
- They apply their skills to the respective products.
- They are the last line of defense to the product going to your customer





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# Skill Worker

## Must:

- Be proficient in their particular job
- Have the proper tools to manufacture the product
- Be noticed and identified as a major contributor to the end product of the company







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# Business Goals

- Improve product quality
- Improve yields
- Reduce scrap
- Improve throughput
- Improves Morale & Employee Retention
- Remaining Competitive and Current
- Increase customer base





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# Business Changes

## Must:

- Take Advantage of New Technology
- Increased Flexibility with Cross Training
- Compliance With Contracts
- Obtaining Accreditation
- Compliance with Law (RoHS/WEEE/FDA)





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# Manufacturing Goals

- Improved Yields
- Reduction in Defects
- Better Quality
- Customer Satisfaction





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# Product Changes

- Technology changes, whether revolutionary or evolutionary mandate the need for new knowledge
- How will this be accomplished?





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# Process Changes

- Smaller components
- New solder alloys
- New Laminate Materials
- New Chemicals
- Environmental Requirements





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# What is Training?

“Learning is the acquisition of new Skills, Attitudes and Knowledge”,

From: Designing Training Programs, the Critical Events Model” by Leonard Nadler.

“Workforce Performance will determine which organizations prosper and survive in the marketplace of the foreseeable future”

By Robert L. Craig





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# Skill Based Training

- How much training do we provide or afford these individuals?





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# Hawthorne Studies

- During the study itself it was found that the principle of human motivation through recognition of people resulted in the individuals improving their productivity.







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# Employees

- To learn new subjects or new skills
- To reinforce the value of the employees
- To make employees more employable in volatile markets
- Creates understanding of what they are doing and why





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# Employees

- Provides an awareness of the cost and value of the product
- Improves communications with design, manufacturing, quality and acquisition groups
- Creates a knowledgeable workforce
- Clarification of Accept/Reject Criteria





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# Customer

- Provides customers with information that their products are being manufactured by people who are proficient in their jobs.





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## Training Reduces Cost of Quality

### What is the Cost of Quality?

- Every time work is redone, the cost of quality increases
- Basically any cost that would not have been expended if quality were perfect contributes to the cost of quality.

From ASQC, Basic Concepts.  
<http://www.asq.org/learn-about-quality/cost-of-quality/overview/overview.html>





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# Cost of Quality

- Find defect at:
  - Assembly                      Factor = 1
  - Inspection                  Factor = 10
  - Test                              Factor = 100
  - Field Service                Factor = 1000





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# Training vs. Product Value

## What's the value of training?

“You don't get paid for what you know, you get paid for how you use what you know”





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## Further Information

For questions regarding this webinar,  
please contact me, Leo Lambert at  
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