

Facilitator Guide

OnboardingME™

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PMA PRECISION
METALFORMING
ASSOCIATION

NETWORK. LEARN. LEAD.

The *OnboardingME*[™] program is intended to introduce new hire employees and temporary workers to the company and industry during their first days on the job. The content provided is for awareness purposes only and is not intended to replace or substitute for more comprehensive, on-the-job training or for specific OSHA or standards-compliance training. The Precision Metalforming Association, its officers, employees and consultants assume no liability or responsibility for an employer's failure to comply with applicable federal, state or local laws, or failure to provide adequate safety information and training to employees. This information is not intended and should not be construed as a substitute for legal advice or counsel.

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Introduction

The *OnboardingME*™ (Onboarding Metalforming Employees) program is to be used by HR managers, other managers and/or supervisors as a first-day on-the-job orientation resource for work-ready new hires and/or temporary workers (full or part-time). The program presents a set of coordinated policies, practices and procedures that assist new employees in understanding and adjusting to their new jobs in terms of responsibility, compliance, expectations and socialization. The *OnboardingME*™ program provides a welcoming sense of belonging and highlights critical behaviors and practices that will maximize new-hire retention, provide safe access to the shop floor and expedite the path to high productivity.

The *OnboardingME*™ program should be incorporated into your existing employee orientation system. It is designed to be administered to new employees on their first day of employment and prior to their admittance to the shop floor. In order to maximize its effectiveness, the following should have already occurred: 1) the candidate has been qualified for the position, an offer has been made by the employer and candidate has accepted the offer; 2) compensation (wages) for the position has been set forth and accepted by the new hire; 3) benefits have been presented and understood by the new hire; 4) employment forms and documents (W4's, State tax forms, I-9's, employment agreements, etc.) have been completed and submitted; and 5) any post-employment screenings and/or tests have been administered and the candidate has passed (i.e., drug tests, physicals, dexterity assessments, placement tests, etc.).

This guide is intended to help the administrator(s) of the company's new-hire orientation incorporate *OnboardingME*™ into that process and provide company-specific information and proprietary details before, during and after the video program. The program can be administered to an individual or to a small group of new hires.

Program Content, Objectives and Suggested Administration Procedures

Company Module (About Us)

To begin the orientation, time is set aside to personally review your company-specific information and orientation before the video presentations. This could include such things as company background and location(s), vision statement and quality policy, company mission and products (customers), specific attendance and tardiness policies, sick and vacation time, appearance and dress code, nondisclosure and privacy, disciplinary procedures, smoking policies, drug-free workplace, lunches and breaks, housekeeping, cell phone use, job description, review of employee handbook or manual, pay and payroll procedures, work hours, etc.

Time allotment: Approximately 15 to 30 minutes.

- Company-specific information and history, facility layout and design, organizational structure, core values and culture, goals and objectives, specific policies and procedures, work rules and regulations, training schedule, etc.

Industry History and Technology Video Module Objectives

Uninterrupted Run Time (RT) = 6:41 (or 6 minutes and 41 seconds)

In this segment, new hires will discover some interesting historical facts about the metalforming industry, the types of products produced from metalformed parts and the importance of metalformed products in everyday life.

- Realize the importance of metalformed products in your everyday life
- Understand the scope of industries and breadth of products that the metalforming industry supports
- Recognize the improvements in working conditions, worker safety and technological advancements in the metalforming industry during the past 50 years

Personal Safety Video Module Objectives

RT = 9:21

In this video segment, new hires will learn about the personal safety equipment that must be worn before walking out into

the manufacturing plant, learn to recognize various signs that identify risk hazards, and learn about eye washes and first aid stations.

- Understand that employers and employees must conform to government regulations in order to assure a safe workplace
- Be aware of the personal protective (safety) equipment (PPE) that must be worn before walking out into the manufacturing plant
- Identify different types of hearing and eye, arm and hand, and head and face protection
- Recognize signs, placards and postings that identify risk hazards
- Navigate aisles and walkways
- Know the type of clothing and shoes that can and cannot be worn on the manufacturing shop floor
- Be aware that fire extinguishers, eye wash stations, first aid stations and AEDs are available, and know how they are identified

Safe Work Practices

Video Module Objectives

RT = 11:00

In this segment, new hires will learn the importance of safety and good housekeeping, understand proper material handling and the disposal of materials, and recognize machine safe-guarding.

- Know why housekeeping is important in all areas of the facility
- Realize the importance of proper material identification and handling of hazardous materials
- Recognize labels that identify hazardous materials
- Understand the location, use and content of Safety Data Sheets (SDS)

- Become aware of and recognize machine safeguarding and lockout/tagout
- Understand material handling safety practices and behaviors
- Know the importance of incident reporting, near misses and spill response procedures
- Understand why proper recycling and disposal of materials in the manufacturing plant is important

Emergency Response

Video Module Objectives

RT = 8:00

In this video, new hires will learn about what to do in the event of workplace emergencies, be aware of the various emergency response measures that the company has in place, and understand the importance of following directions during emergencies and/or building evacuations.

- Understand the importance of following directions during weather emergencies and building evacuations, and gathering at designed assembly areas or shelters
- Be aware of the variety of emergency-response measures that the company may have in place, including exit awareness
- Know what to do in the event of a chemical spill, fire and an assailant lockdown

Guided Teach and Tour of Facility – Emphasis on Physical Layout, Safety and Safeguarding

See page 11 for suggestions on how to conduct this Teach and Tour of the facility.

Quality Practices and Processes

Video Module Objectives

RT = 8:57

In this video segment, new hires will learn who is responsible for quality and the departments that are accountable for quality. They will also learn about quality standards organizations and the industries they serve.

- Understand who is responsible for quality – EVERYONE!
- Know that numerous departments are accountable for quality
- Know the difference between ISO, TS, AS and cGMP and that they serve different industries
- Understand how Lean, SixSigma and SPC fit into the quality control and assurance system
- Understand what quality instruments are and be able to identify measurement tools and gages

Employment Law

Video Module Objectives

RT = 7:06

In this segment, new hires will learn about employment law; know where to find, and be able to identify postings, placards and signs related to labor law; and understand the intent of Equal Opportunity Employment, the Americans with Disabilities Act and the Family Medical Leave Act.

- Be able to identify postings and signs related to labor law
- Understand the intent of EOE, ADA and USERRA
- Know where to find information regarding FLMA, FLSA and Worker's Compensation

Guided Meet & Greet Tour of Company Departments & Functional Areas

See page 13 for suggested departments and functional areas to be visited.

Code of Conduct

Video Module Objectives

RT = 6:12

In this video, new hires will learn about code of conduct, understand the meaning of privacy, nondisclosure and confidentiality; know what behaviors are and are not acceptable in the workplace; and understand that bullying, violence, sexual harassment, substance and alcohol abuse in the workplace could cost them their jobs.

- Know what behaviors are and are not acceptable in the workplace, including use of social media and cell phones
- Understand the importance of privacy, confidentiality and nondisclosure
- Understand that bullying, violence, abusive language, offensive clothing, sexual harassment, substance and alcohol abuse in the workplace could cost employees their jobs

Careers and Advancement

Video Module Objectives

RT = 6:55

In this final video, new hires will be introduced to the many advancement and career opportunities available in the metalforming industry.

- Know that there are many different careers in the metalforming industry
- Understand that advancement opportunities and new career opportunities are available in the metalforming industry

Job Shadowing (pick one)

After the *OnboardingME™* program and upon completion of the facility tour and Meet & Greets, have the new hire(s) job-shadow at least one of the following departments or functional areas (allow one hour prior to the end of day for Q&A and review of critical policies, practices and procedures):

- Their workstation, department or functional area
- Tool & diemaking or die maintenance shop
- Maintenance (equipment)
- Quality department
- Sales department
- Engineering department

End of Day Q&A, Debriefing and Recap of Policies, Procedures and Training Schedule

After completion of the first-day company orientation, the *OnboardingME*™ program and the initial job-shadowing experience, have new hire(s) return before their departure for the day and conduct a Q&A with them about first-day experiences. Afterwards, review some key policies, practices, documents, rules and procedures that were previously discussed. Those may include, but are not limited to:

- Training plan and schedule– long-term, short-term and tomorrow (i.e., continuing orientations, additional job shadowing, on the job training requirements, classes, coursework, tests/assessments, etc.)
- Attendance, punctuality, leave of absence, holidays, sick time and vacation days
- Work hours, clock-in procedures, lunch and break times, overtime and pay periods
- Dress code/uniforms, appearance, personal items and cleanliness
- Smoking policy, cell phone usage, substance abuse policy, social media and acceptable workplace behaviors
- Safety policies, accident procedures, first responders, evacuation, shelters, lockdown and other emergencies
- Work instructions/SOPs, quality management system & SPC, HAZCOM, SDS and confidentiality
- Performance reviews and career opportunities (promotions, transfers, etc.)
- Review as needed: employee handbook/manual, job description, ISO/TS/cGMP practices, discipline and grievance procedures, and company mission and culture

Q&A

Recommendations for Conducting the Guided Teach and Tour of the Facility

Emphasis on Physical Layout, Safety & Safeguarding

Suggestion – Start at the end of the manufacturing process (e.g., shipping finished products) and work back through production, maintenance, quality and die room toward the beginning of the process (receiving of raw materials). Depending on your plant/shop layout, you may actually begin and end the instructional tour in the shipping and receiving area. Allow at least 30 minutes for the tour with minimal interaction with other employees and staff. Guide does not have to be a technical expert but knowledgeable enough to “talk the talk.” Tour can be individual or conducted with a small group.

Critical tour issues with added emphasis include, but are not limited to:

- **Wearing PPE** – Teaching moment: Technique for inserting ear plugs (hearing protection) and explain company’s hearing conservation program
- **Proper Attire** – Check for proper work shoes, no jewelry or loose fitting clothing, hair ties, PPE, etc. before entering shop floor
- **Plant Signage & Walkways** – Show and explain signage, placards and walkway/aisle markings (includes approaching intersections and blind spots) while touring through production and other work areas
- **Emergency Exits & Shelters** – Teaching moment: Explain alarms and provide examples of quickest routes, when to use an emergency exit or go to a safe shelter/area, and procedures when moving to and assembling at emergency meeting points and safe areas inside or outside of building
- **First Aid & Eye Wash Stations** – Open a First Aid station and review contents (include AEDs if applicable). Find out if they have a First Aid certificate or CPR qualification and discuss if and when company training will be provided. Teaching moment: Show or explain the technique for cleansing eyes using wash station or flush bottles
- **Fire Extinguishers/Suppression System** – Explain fire-alarm system, types and locations of extinguishers and

their use, facility fire-suppression system and fire-response procedures

- **Risk Hazards, Housekeeping & Cleanliness** – Teaching moment: Hazards associated with materials handling (forklifts, Hi-lows, cranes, slings, die carts, etc.). Show some very well kept and clean work stations. If applicable, briefly explain 5S and when that training will occur
- **Materials Handling Awareness** – Show various types of material handling equipment used in the facility during the tour. Explain safety awareness when working around or near these devices, who is permitted to operate this equipment, and what the equipment or devices are used for
- **HAZCOM/SDS & GHS Labeling** – Explain company's hazardous communications program, location/accessing and look of SDSs (or MSDS examples), and provide some examples of labeled chemicals and materials used in the manufacturing process. Explain when additional training will be provided
- **Lockout-Tagout & Equipment Safeguarding** – Point out any equipment or device that is locked out during the tour, who is responsible for lockout and when additional training will be provided. Show and demonstrate use of equipment safeguarding devices and systems, i.e., light curtains, interlocks, physical barriers (stationary and mobile), pressure sensitive mats, E-Stops, etc.
- **Emphasize attention to the work flow** (even when touring in reverse) and how one area or department is dependent upon other areas or departments (front and back) to efficiently and safely produce quality products and parts in a timely manner.

Provide a debriefing and Q&A after tour. Good time for a break before resuming the *OnboardingME*[™] program.

Recommendations for Conducting Guided Meet and Greet of Company Departments & Functional Areas

Meet & Greets (M&G) - Have key staff introduce themselves and overview what they do. Areas and departments to be visited include, but not limited to:

- Employee entrance and security office
- Information Technology & Information Services (M&G)
- Tool & diemaking and/or maintenance (M&G)
- Bulletin boards and/or message center
- Sales & marketing (M&G)
- Warehousing, shipping & receiving (M&G)
- Lunch/break areas and time clock
- Engineering department (M&G)
- Facility & equipment maintenance (M&G)
- Payroll (M&G)
- Quality (M&G)
- Supply centers & cool cribs
- Safety & training (M&G)
- Selected manufacturing areas or offices in the new hire's work station, department or functional area (M&G)

After the Meet & Greets, provide a debriefing and Q&A before resuming the *OnboardingME™* program.

History of Onboarding ME™

The program evolved from one of PMA's former standing committees – the Career Education Committee (formally called the Training & Education Committee). From that committee, a sub-committee was formed (hereafter called the Task Force) comprised of selected committee members, subject matter experts from PMA member companies and other invited experts.

In 2015, this Task Force met at PMA Headquarters to map out the program. A Content & Topic Analyses was performed – very similar to a Job & Task Analyses. Under experienced facilitation, Task Force members defined the program; identified, sequenced and weighed “Content Areas” to be addressed in the program; and then identified, sequenced and analyzed “Topics” to be included in each Content Area. Topics were assessed (rated) for criticality and essentiality and marked accordingly. After some validation procedures, the Content & Topic Analyses for the PMA *OnboardingME™* Program was published and became the foundational basis for the program.

Extensive searches of other *OnboardingME™* programs and case studies were conducted to assess best practices and content; a call for volunteers was initiated for members to submit potential resources for consideration into the program (new-hire orientation documents, checklists, manuals, PowerPoints, videos, etc.); and in 2016, script writers from PMA staff and script reviewers from PMA member companies were identified and put to work; and a videographer and video production company was identified and contracted. Hence, the *OnboardingME™* program became a reality and another benefit of being a PMA member.

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