



SUCCESS STORY

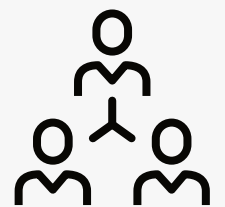
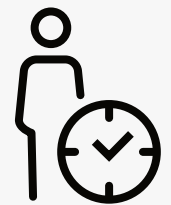
Building Confidence on the Manufacturing Floor with Better Training



The Challenge

A Fortune 1000 manufacturer in the water transport industry was launching operations at a new plant. While the production equipment was cutting-edge, the training resources for employees were outdated. Startup and shutdown procedures for corrugators and plastic extrusion machines were stored in Excel sheets that were inconsistent, incomplete, and difficult for new hires to follow.

For leadership, this created a lack of confidence that employees at all experience levels could safely and consistently perform critical steps. The risks included slower onboarding, increased errors, safety incidents, and costly downtime.



The Solution

As a trusted partner, Clarity Consultants had already delivered more than 10 successful projects with this client, ranging from Leadership Development and Learning Strategy to LMS support, Instructional Design, and eLearning development. With that established relationship, the client turned to Clarity again for help.

Clarity provided a consultant with both manufacturing expertise and instructional design skills to bridge the gap. The consultant's approach was hands-on and learner-focused:

- Observing employees on the shop floor to understand the workflow in practice
- Interviewing subject matter experts to capture details missing from previous documentation
- Transforming fragmented Excel notes into structured training documents
- Creating job aids designed for quick reference and easy use on the manufacturing floor

When an obstacle arose, the consultant addressed it directly with client stakeholders, ensuring the project continued smoothly and reinforcing Clarity's reputation for agility and professionalism.

The Result

The engagement produced a complete set of polished training documents and job aids that became a foundation for learning and performance at the new plant.

The new resources:

- Made procedures clear and accessible for employees across all experience levels
- Enabled new hires to get up to speed faster and with more confidence
- Improved safety by reducing ambiguity and inconsistency
- Standardized processes to minimize downtime and operational risk

Client leadership praised the consultant's ability to combine technical expertise with instructional clarity. They also expressed strong interest in working with Clarity again for additional projects, including technical writing, drafting, and 3D modeling.

