

MANUFACTURING PROCESSES TEST CONTENT

Critical Work Function: Produce Product to Meet Customer Needs

Key Activities <i>Key Activities are the duties and tasks involved in carrying out a critical work function.</i>	Performance Indicators <i>Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.</i>
Identify customer needs	The different and common needs of internal and external customers are recognized. Customer contact about product aspects and printed specifications is maintaining to ensure understanding of needs. Customer needs are reviewed on a regular basis. Customer specifications are up-to-date. Customer needs are communicated effectively to others including shift-to-shift, co-workers, and managers. Issues preventing customer needs from being met are addressed proactively.
Determine that resources such as materials, tools and equipment, are available for the production process.	Raw materials are checked against work order. Tools and equipment are checked against work order. Inventory discrepancies are communicated to the proper parties. Necessary resources are at workstation when required. Workers with appropriate skills are scheduled according to production needs.
Set up equipment for the production process.	Proper repairs and adjustments are made to production equipment prior to putting into service. Set-up meets process specifications of internal and external customers. First piece or production run meets specifications Set-up procedures are documented for repeatability. Set-up meets ergonomic and other relevant health, safety and environmental standards. Set-up meets equipment specifications.
Perform and monitor the process to make the product.	Process control data indicates that the manufacturing process is in compliance with standards. Manufacturing process cycle time meets customer and business needs. Operations are performed safely. Product meets customer specifications. Product and process documentation is completed, maintained and forwarded to the proper parties. Production operations comply with all health, safety, and environmental policies and procedures.
Inspect the product to make sure it meets specifications.	The calibration of the testing equipment is verified. Established sampling plan and inspection policies and procedures are followed. Product and production processes that do not meet specifications are identified promptly. Inspection documentation is completed accurately and forwarded to the correct parties. Appropriate testing and inspection tools and procedures are followed. Adjustments needed to bring the production process back into specification are identified and communicated. Necessary adjustments are performed in a timely manner.

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Document product and process compliance with customer requirements.	<p>Documentation of compliance is legible.</p> <p>Documentation of compliance is written in the appropriate format and correctly stored.</p> <p>Documentation of compliance is forwarded to the proper parties.</p> <p>Documentation is complete and "sign off" is obtained.</p> <p>Products are labeled appropriately for compliance or non-compliance.</p>
Prepare final product for shipping or distribution	<p>Packaging materials meet packaging and shipping specifications, including proper labeling.</p> <p>Completed documentation of packaging and customer shipping instructions accompany the product to the next destination.</p> <p>Product availability is communicated to the proper parties in a timely manner.</p> <p>The product and all relevant information such as quantity, destination, and packaging instructions, are checked against the work order.</p> <p>Product is correctly stored or staged for shipping.</p> <p>All laws and regulations with regard to labeling, packaging, and transport are followed.</p> <p>Material handling procedures are followed to prevent product damage.</p>

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Critical Work Function: Communicate with Co-Workers and/or External Customers to Ensure Production Meets Business Requirements

Key Activities <i>Key Activities are the duties and tasks involved in carrying out a critical work function.</i>	Performance Indicators <i>Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.</i>
Communicate safety, training and job-specific needs.	Communication is sufficient to ensure that safety issues are understood and safety practices used. On-the-job issues and concerns are discussed and quickly resolved. Current and future training issues are identified in a timely way. Communication demonstrates knowledge of customer and business needs. Communication is clear and relevant to the situation. Communication is made in a timely and accurate manner to the correct parties. Issues are evaluated, tracked and reported back to original communicator. Communications are tracked and documented, as appropriate.
Communicate material specifications and delivery schedules.	Communication reflects knowledge of material specifications. Delivery schedules are clearly communicated. Communication demonstrates knowledge of customer and business needs. Communication is clear and relevant to material and delivery issues. Communication is made in a timely and accurate manner to the correct parties. Material and delivery issues are evaluated, tracked and reported back to original communicator. Communications are tracked and documented, as appropriate.
Communicate quality requirements, issues and training.	Communication reflects knowledge of quality requirements. Quality issues are raised in a timely way. Quality issues are addressed in a timely way. Communication demonstrates knowledge of customer and business needs. Communication is clear and relevant to quality. Communication is made in a timely and accurate manner to the correct parties. Quality issues are recorded, tracked and reported back to original communicator. Communications are tracked and documented, as appropriate.
Communicate production requirements and product specifications.	Communication reflects knowledge of production requirements, levels, and product specifications. Communication is initiated cross-functionally as required to meet production requirements, product specifications, or other customer or business needs. All parties are notified of production issues and problems in a timely way. Communication demonstrates knowledge of customer and business needs. Communication is clear and relevant to production and products. Issues are evaluated, tracked and reported back to original communicator. Communications are tracked and documented, as appropriate.

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Critical Work Function: Coordinate Work Team to Produce Product

Key Activities <i>Key Activities are the duties and tasks involved in carrying out a critical work function.</i>	Performance Indicators <i>Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.</i>
Provide training to other employees.	Cross training is provided as appropriate. Training needs are assessed regularly. New requirements and training issues are identified. Training approaches effectively achieve training goals. Training outcomes are documented.
Set team goals.	Team goals are specific, measurable, and achievable. Team goals are aligned to customer and business needs. Team goals focus the team in order to meet team objectives. Team goals are documented and communicated to all parties.
Make job assignments.	Job assignments match skills with the work to be done. Job assignments maximize the use of available skills. Job assignments ensure business and customer needs are met. Workers are notified of assignments effectively.
Coordinate work flow with team members and other work groups.	Production schedules are met effectively. Team members are notified of schedule requirements in a timely way. Production workflow runs efficiently. Downtime is minimized. Relationships with others facilitate effective workflow. Workers actively participate in meetings and problem-solving groups.