

## KOYO BEARINGS WORKS WITH SCMEP TO IMPLEMENT TRAINING WITHIN INDUSTRY PROGRAM

**ABOUT KOYO ORANGEBURG.** JTEKT Corporation was established in January 2006 through the merger of Koyo Seiko Co., Ltd., a world-class bearing manufacturer, and Toyoda Machine Works, Ltd., a machine tool manufacturer excelling in cutting edge machining technologies. Combining the most advanced technologies and the manufacturing expertise of both companies, today JTEKT delivers innovative products that satisfy the most demanding customers all over the world. Koyo Bearings North America is located in Orangeburg, South Carolina, with approximately 525 employees. Roughly 1.5 million bearings are manufactured a day in their South Carolina plant.

**THE CHALLENGE.** After hiring a new employee, the Quality Manager was speaking to him in regards to the job and his progression. The employee mentioned that he was taking many notes, which struck his manager as odd considering instructions are written for all jobs at the plant. It occurred to him that his trainers needed training on how to deliver that message to all new employees.

**MEP CENTER'S ROLE.** SCMEP met with Koyo's management team in early 2016. The discussion indicated that a form of Work Element Sheets had been adopted but no formal Training Within Industry program had ever been implemented. Further, Koyo was experiencing high turnover of as much as 10% annually. SCMEP therefore recommended implementing a TWI program. For the Job Instruction and Job Relations modules, participants attended two, two-hour sessions each day for five consecutive days. After each session, they returned to the workplace to apply the techniques learned. Each participant had to select a current day workplace issue and demonstrate to the class how they applied the method to solve the matter. For the Job Methods module, participants attended a one, two-hour session each day for five consecutive days. Again, after each session, participants returned to the workplace to apply the techniques learned. In addition, SCMEP's TWI Institute Certified Trainer provided one-on-one coaching in JI, JR, and JM modules for participants.

**"SCMEP was able to come in and teach our master trainers who are now training all of the shop floor associates. The workshop is very effective and I often hear comments such as, 'this is what we have always been missing.' The associates trained learn the methods very thoroughly and is taught in a way that makes them very comfortable."**

-Paul Flaherty, Quality Manager

## RESULTS



master trainers are now training all shop floor associates



increased productivity due to consistent training



now building positive employee relations, increasing cooperation

## CONTACT US



250 Executive Center Dr.  
Suite 200  
Greenville, SC 29615-4518



(864)288-5687



[www.scmep.org](http://www.scmep.org)



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