

PART XII — ORGANIZATIONAL TRAINING & CAPABILITY SYSTEM

PURPOSE

Build one end-to-end training ladder from C-suite through division managers to frontline employees so execution quality, speed, and accountability are consistent at every level.

1) EXECUTIVE / C-SUITE TRAINING

Focus Areas

- BOS governance and decision cadence
- KPI accountability and threshold enforcement
- Capital phase-gate decisions (Phase 1 / 2 / Scale)
- Enterprise risk controls and escalation protocol

Cadence

- Monthly strategy session
- Weekly KPI executive review

2) DIVISION MANAGER TRAINING

Focus Areas

- Schedule discipline across plant and field
- Budget control, variance management, and recovery plans
- Cross-functional coordination and dependency control
- Escalation workflow with owner/date accountability

Cadence

- Weekly operating drill
- Monthly certification check

3) SUPERVISOR / LEAD TRAINING

Focus Areas

- Station SOP execution and handoff quality
- Quality gates and first-pass yield controls
- Safety enforcement and corrective action triggers
- Daily shift briefing and exception reporting

Cadence

- Daily huddle toolkit
- Biweekly skills validation

4) FRONTLINE EMPLOYEE TRAINING

Focus Areas

- Role-specific SOPs and standard work
- Equipment operation and safety checks
- Quality checklists and defect reporting
- Throughput discipline and handoff standards

Cadence

- Onboarding bootcamp
- Recurring micro-training refreshers

5) CERTIFICATION & SCORECARD LAYER

- Role-based pass/fail standards
- Retraining triggers linked to KPI misses
- Certification renewal windows
- Promotion path based on demonstrated competency

6) TRAINING KPI DASHBOARD

Track by function and by role level:

- Training completion rate
- Time-to-productivity (new hires)
- First-pass quality improvement
- Rework/defect reduction
- Safety incident frequency and severity
- Supervisor coaching completion rate
- Certification compliance rate

IMPLEMENTATION ROADMAP (90 DAYS)

Days 1–30

- Define role matrix and training ownership
- Publish SOP-aligned training catalog
- Launch baseline certification for leads/supervisors

Days 31–60

- Roll out manager and frontline tracks
- Start weekly KPI-linked training review
- Activate retraining triggers for underperforming stations

Days 61–90

- Full certification audit
- Promotion-readiness scoring by competency
- Executive performance review tied to training outcomes

EXECUTIVE OUTCOME

This system creates repeatable capability across all levels, reduces execution variance, accelerates onboarding, strengthens quality discipline, and improves operating predictability for lenders, investors, and strategic partners.