



ARE YOU READY?

CAI WORKFORCE & HUMAN PERFORMANCE SERVICES

SETTING THE CONDITIONS
FOR PEOPLE TO SUCCEED!



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The primary organizational resource that is not readily duplicated by a competitor is the company's employees. Due to the level of variability and unpredictability, employees also represent the highest risk factor of any component of operations. Many events affecting site safety, product quality and product losses occur because of human error. To control risks and promote operational excellence, firms must use proven standards that promote predictable outcomes from that staff. This begins with an effective Human Performance Program.

OUR APPROACH TO HUMAN PERFORMANCE

Just as the success of a plant depends on an effective early design, organizations must integrate the critical component of its employees in every facet of its design of their plant and processes. Developing structured human-related processes during early site planning reduces the risk from the largest variable to consistent quality and efficiency. Meanwhile for problems with existing operations, leaders must recognize that inconsistent quality or operational results can be addressed through a staged human performance improvement approach.



OUR PROCESS

Our human performance work follows our standard process where we:

Conduct intake to define the objectives of the project, to include:

- Site objectives, capacity, and staff organization
- Product & process overview
- Metrics or other indicators of improvement need
- Background discussion of current state

Assess current state against our best practice standards developed over decades of experience using:

- Structured assessment, either site-wide or targeted
- Facilitated multi-level, cross-functional stakeholder workshops
- Process and value-stream mapping with cycle time analysis
- In-plant / operation observation and engagement

Develop and present prioritized solution options that may include:

- Leadership and organization alignment
- Communication structure and cadence adherence
- Metrics and dashboard development
- Talent optimization
- Site and personnel safety programs, procedures, and culture
- Process and workflow streamlining
- Procedure and documentation development or improvement
- Role definition / clarity for supervisors, staff, & system experts
- Operational schedule alignment and staffing plan adjustments
- Skill and knowledge training content development & delivery
- Role-based qualification program development
- Person-in-plant oversight, evaluation, and coaching
- Business continuity program development
- Structured continuous improvement / Kaizen facilitation

Develop and execute implementation plans with:

- Site-sustainable solutions
- Clearly defined objectives
- Outcome metrics with tracking
- RACI and transition plan for sustained site ownership

THE RESULT

The human factor is the largest variable in any process. Risk mitigation through an intentionally designed human performance solutions will mitigate risk and cost from performance variability leading to:

- Sustained, consistent work practices
- Procedural compliance based on process and system understanding
- A quality mindset for “right the first time” behaviors
- Human error variability and deviation control
- Questioning, continuous improvement attitudes
- Predictable performance results

The human factor is the largest variable in any process. Our team can help mitigate the risk with expected results by implementing an effective qualification program which ensures both people and equipment are qualified.

CLEAR, CONSISTENT COMMUNICATION



OUR SERVICES

We have a strong track record of integrating talent planning, human risk control, and human error reduction into new site readiness and operational improvement projects. Specifically, we can provide the following services:

Operations Readiness & Improvement

- Risk and gap assessments
 - Staff skills and performance
 - Workplace impact on performance
 - Site safety
- Process and workflow improvement / optimization
 - Value stream mapping, optimization, continuous improvement
 - Lean and Six Sigma methods
 - Metrics and dashboard development and implementation
- Person-in-Plant and operations improvement
 - Quality oversight
 - Oversight of critical manufacturing processes
 - Operational discipline
 - Lean operations
- Front-line supervisor programs
 - Operations oversight and coaching
 - Leadership and supervisor training

Site Safety

- Safety culture and program development or improvement
- Safety procedures and practices

Human Error

- Deviation and CAPA management
- Risk control
- Continuous Improvement

Procedures & Tools Authoring

- Policies and procedures
- Job aids and work instructions

Staffing Plans

- Process to role alignment
- Staffing schedule and prioritization
- System owner and subject matter expert program

Employee Qualification & Training

- Task and skill mapping
- On-the-job training (OJT) and qualification
- Compliance and inspection readiness
- Virtual and digital based training solutions
- Program and training effectiveness

Recruiting & Hiring Program

- Job description development
- Candidate assessment and hiring workflows and best practices
- Hiring and onboarding workflows

**MITIGATE RISK.
MANAGE THE HUMAN FACTOR.**



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