



SYMAPRO CARIBBEAN WORKSHOP

Jamaica, March 19-23

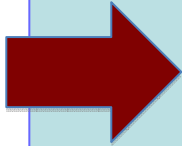
SYMAPRO

Phase 4:

Feedback and Training Capsules

Phases

1. Objectives, Baseline and Working Climate
2. Integration and Marathon of Improvement
3. Integrated Measurement
4. Feedback and Training Capsules
5. Core Competencies
6. Preparing STAG
7. Training of STAG-Facilitators
8. Competency Standard: National or Company
9. Training and Certification of Assessors
10. Assessment and Certification of Workers
11. Competency based Compensation
12. Results and Impact Assessment



SYMAPRO Management

Final Cycle Assessment:

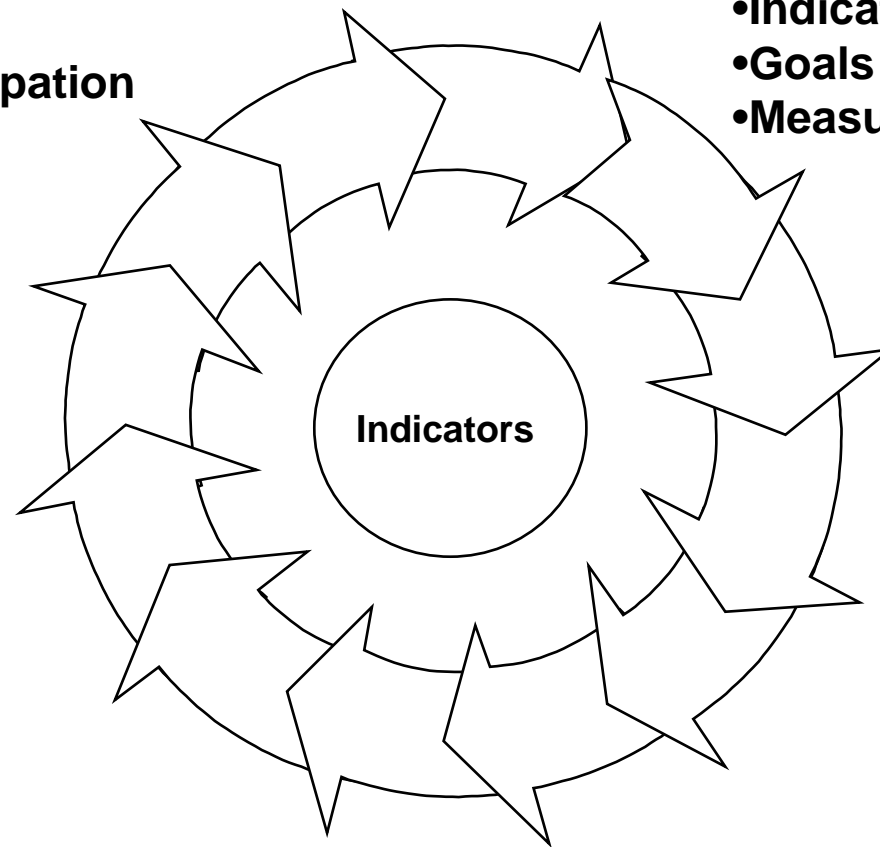
- Total Effectiveness x Shift
- # Improvement Proposals
- # Training themes
- % Personal Participation

Start Objectives

- Indicators Definition
- Goals (100, 0 y -100)
- Measurement System

Feedback ...
.....

Feedback 4
.....



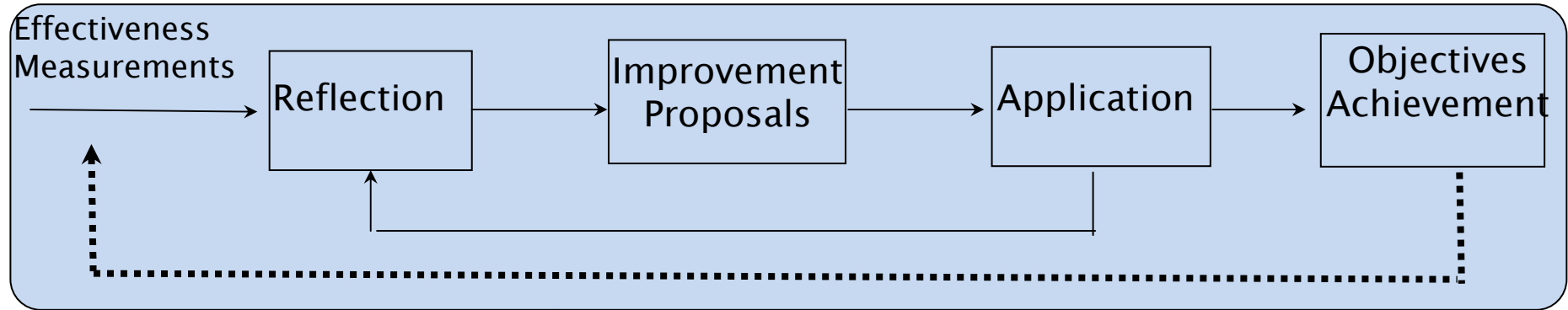
- Feedback 1
- Improvement Proposals
- Training capsule

- Feedback 2
- Verification - Application - Improves
- New Improvement Proposals
- Training Capsule

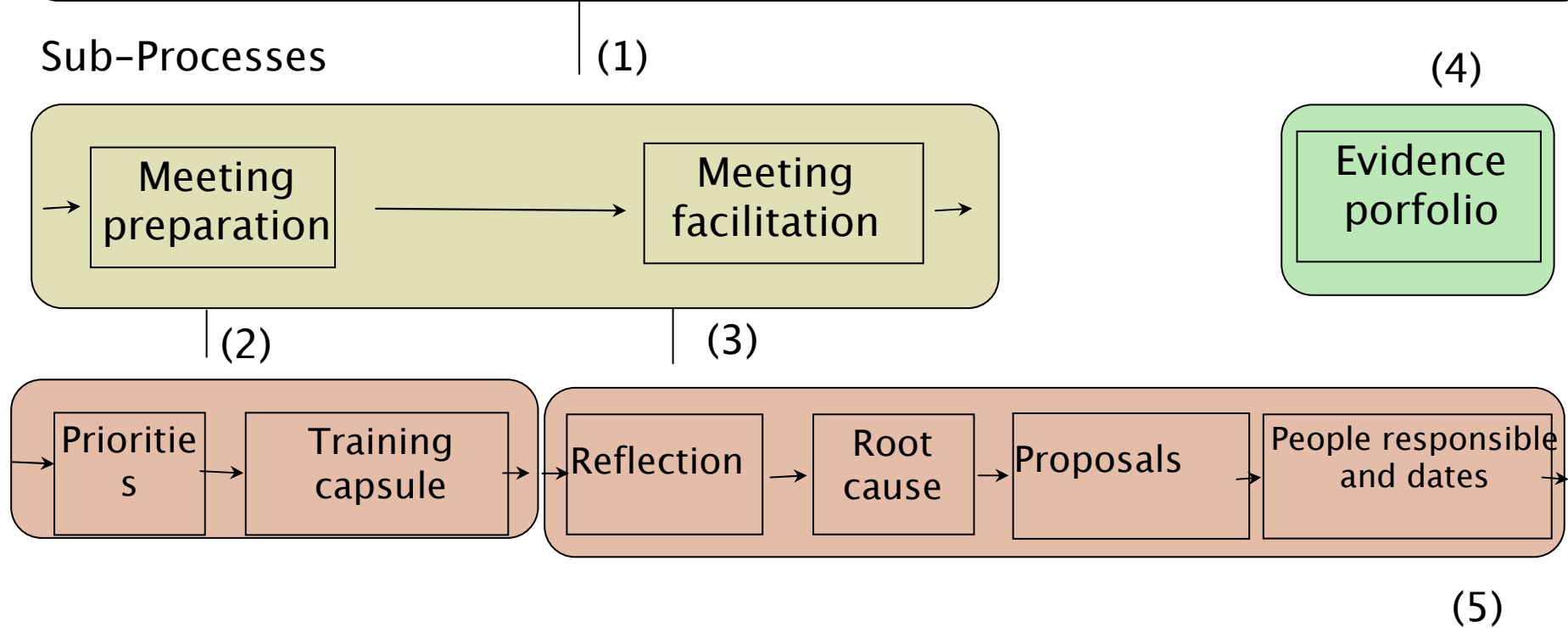
Feedback 3
.....

SYMAPRO Feedback Process

Main Process



Sub-Processes

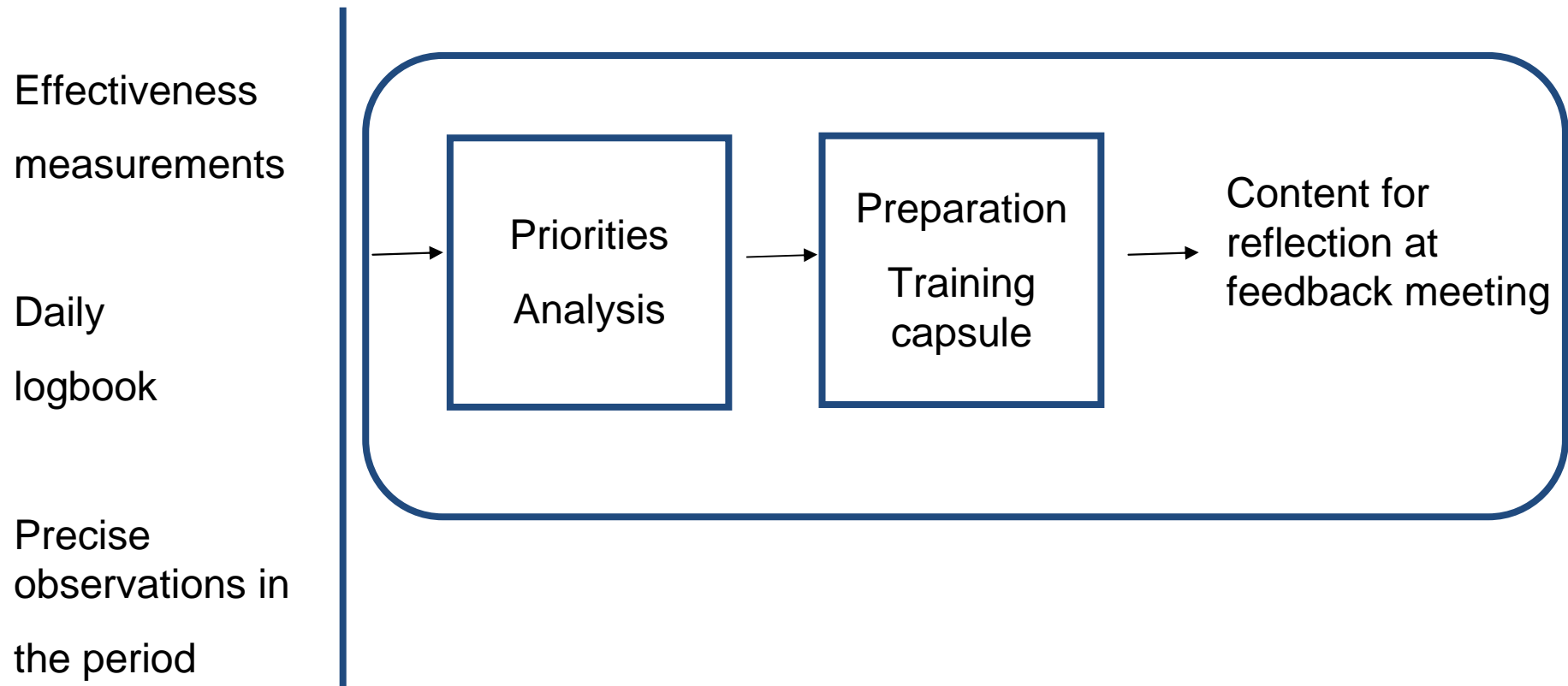


Incentives

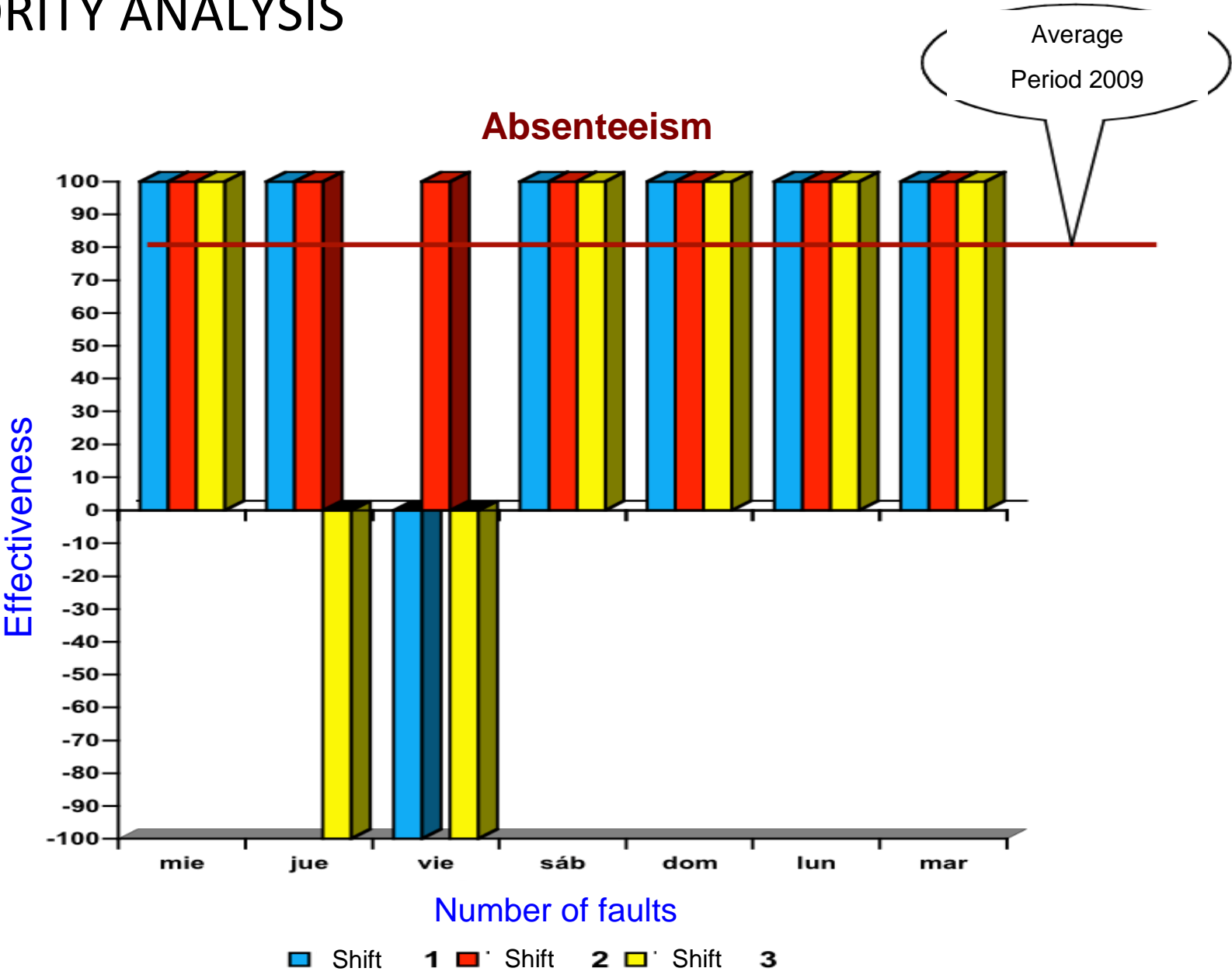


SUB-PROCESS 1: PREPARATION OF THE FEEDBACK MEETING

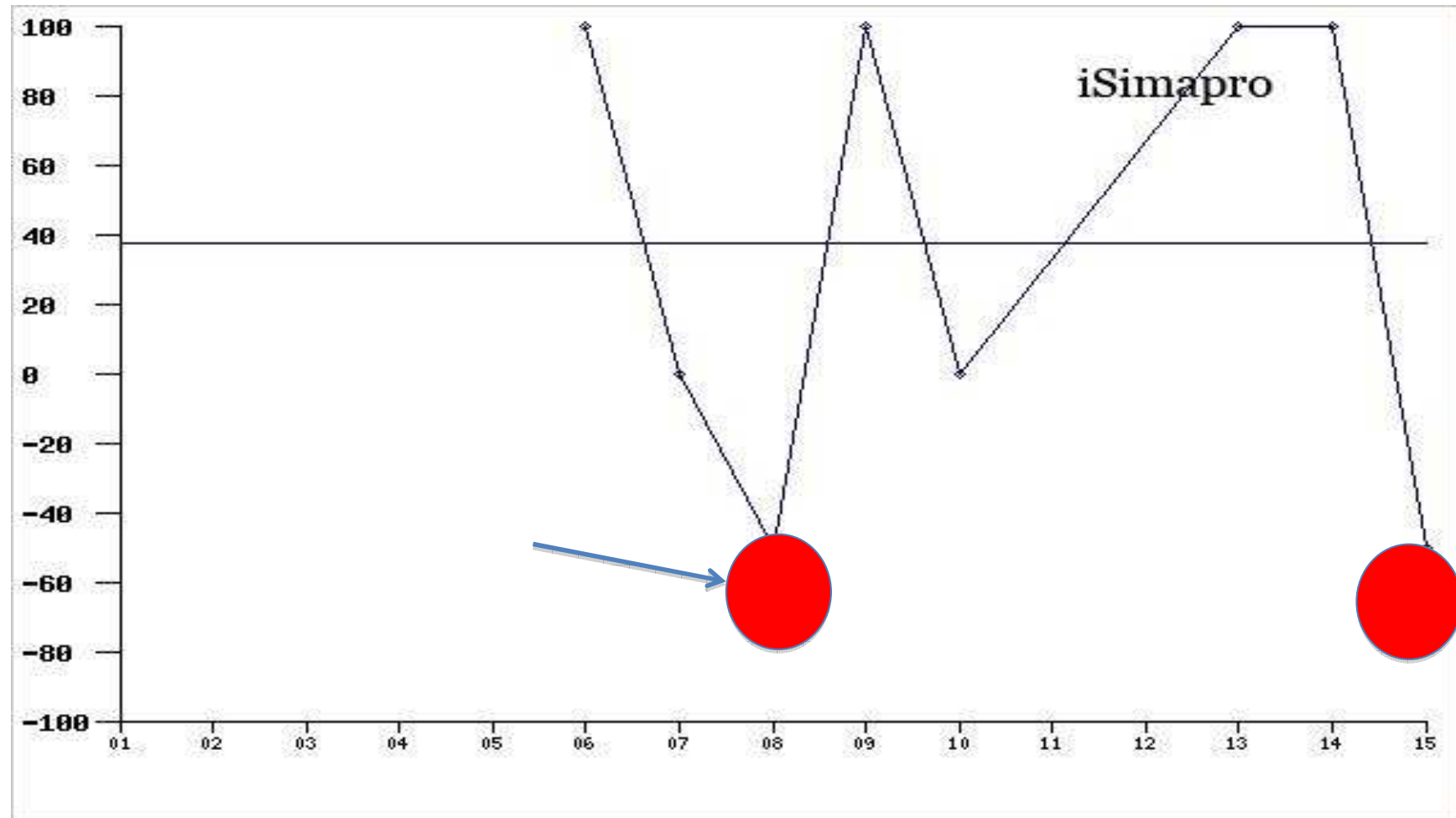
Sub Process: Preparation of the Feedback Meeting



PRIORITY ANALYSIS



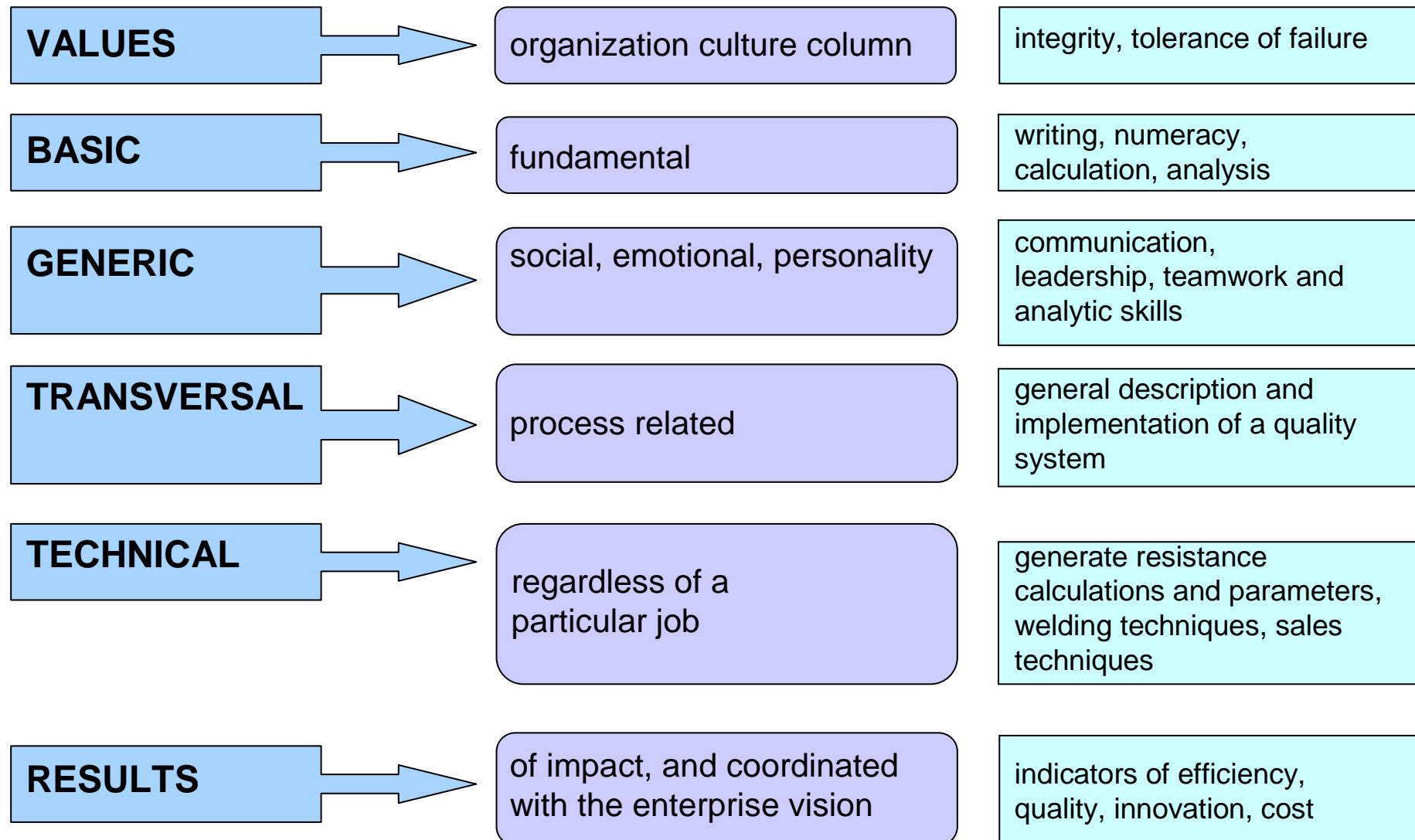
PRIORITY ANALYSIS



INDICATOR: USE OF PPE

COMPETENCIES MAP

For example...



EXAMPLE: DIDACTIC INSTRUMENT FOR THE TRAINING CAPSULE
CRITICAL SUBJECT OF THE MOMENT: RETURN OF BAGASSE



BOILERS FEEDBACK MEETING: 04-05 HARVEST
2 MARCH 2005

- | | |
|---|-------------|
| 1. Dry bagasse increases pressure | |
| false | true |
| 2. You must make sure the bagasse that returns is dry | |
| false | true |
| 3. Returning humid bagasse benefits the boilers when they are very hot | |
| false | true |
| 4. Maintaining petrol at 25 pounds of pressure below the vapour in the burners benefits us | |
| false | true |
| 5. there is no need to wear protective glasses when you leave the area to collect some material | |
| false | true |

Other tools for training capsules

Photos

Technical Drawing

Diagram

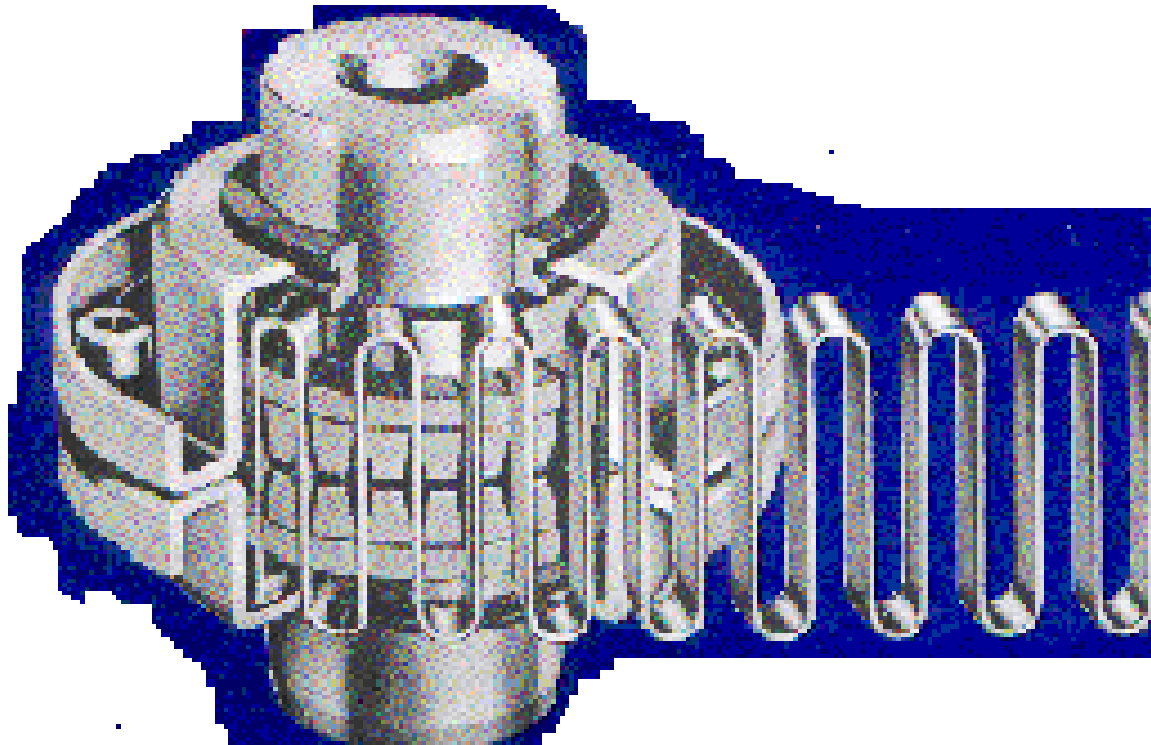
Video

Group Dynamic

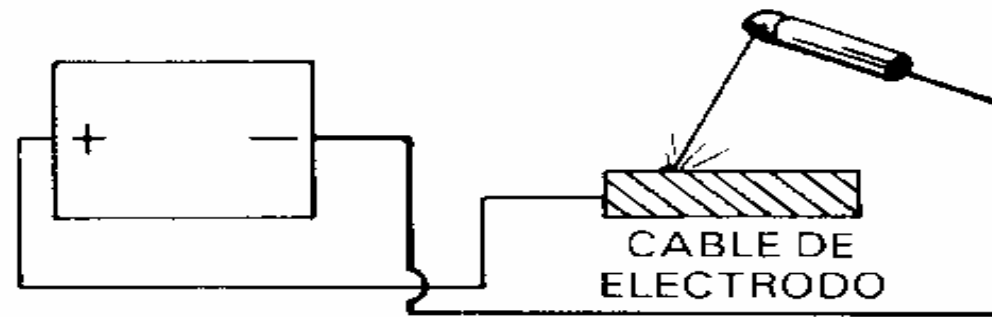
Photo



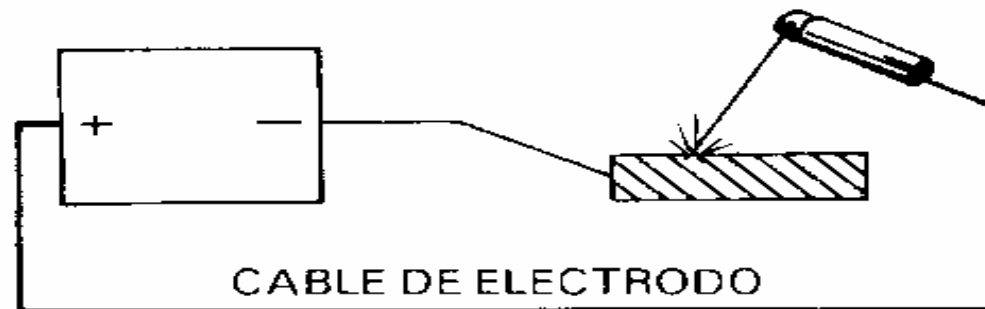
Technical Drawing



Diagram



A. Polaridad inversa (positiva)



B. Polaridad directa (negativa)

Example: Planning format for feedback meetings and training capsules (Bellavista)

SCHEDULING OF SYMAPRO FEEDBACK MEETINGS 2005

Date	Day	Safety and Mining	Bollers, Storage, Hygiene	Electricity	Preparation	Cent, Pumps, Workshops, Inst.	SUBJECT	NOTED BY
14-Jun-05	Tue	1						
15-Jun-05	Wed		1					
16-Jun-05	Thurs			1				
22-Jun-05	Wed				1			
23-Jun-05	Thurs					1		
28-Jun-05	Tue	2						
29-Jun-05	Wed		2					
30-Jun-05	Thurs			2				
05-Jul-05	Wed				2			
07-Jul-05	Thurs					2		
12-Jul-05	Tue	3						
13-Jul-05	Wed		3					
14-Jul-05	Thurs			3				
20-Jul-05	Tue				3			
21-Jul-05	Thurs					3		
26-Jul-05	Tue	4						
27-Jul-05	Wed		4					
28-Jul-05	Thurs			4				
03-Aug-05	Wed				4			
04-Aug-05	Thurs					4		
09-Aug-05	Tue	5						
10-Aug-05	Wed		5					
11-Aug-05	Thurs			5				
17-Aug-05	Tue				5			
18-Aug-05	Wed					5		
23-Aug-05	Tue	6						
24-Aug-05	Wed		6					
25-Aug-05	Thurs			6				
31-Aug-05	Wed				6			
05-Sep-05	Mon					6		
06-Sep-05	Tue	7						
07-Sep-05	Wed		7					
08-Sep-05	Thurs			7				
14-Sep-05	Wed				7			
15-Sep-05	Thurs					7		
20-Sep-05	Tue	8						
21-Sep-05	Wed		8					
22-Sep-05	Thurs			8				
28-Sep-05	Wed				8			
29-Sep-05	Thurs					8		
04-Oct-05	Tue	9						
05-Oct-05	Wed		9					
06-Oct-05	Thurs			9				
11-Oct-05	Tue				9			
12-Oct-05	Thurs					9		
18-Oct-05	Tue	10						
19-Oct-05	Wed		10					
20-Oct-05	Thurs			10				
26-Oct-05	Wed				10			
27-Oct-05	Thurs					10		
01-Nov-05	Tue	11						
02-Nov-05	Wed		11					
03-Nov-05	Thurs			11				
09-Nov-05	Wed				11			
10-Nov-05	Thurs					11		
TOTAL MEETINGS =		11			Time	15:00 to 16:30		

NOTE:-

IN ALL THE MEETINGS PROGRESS IS ANALYSED, AND GOOD PRACTICES IN MANUFACTURING, SAFETY AND ACCIDENTS ARE MEASURED AND ANALYSED.

Programme of Meetings

SYMAPRO Feedback Meetings

Date	Day	Francisco	Miguel	Genaro
25 January		14:00	12:30	12:30
8 February		12:30	14:00	12:30
22 February		12:30	12:30	14:00
8 March		14:00	12:30	12:30
22 March		12:30	14:00	12:30
5 April		12:30	12:30	14:00
19 April		14:00	12:30	12:30



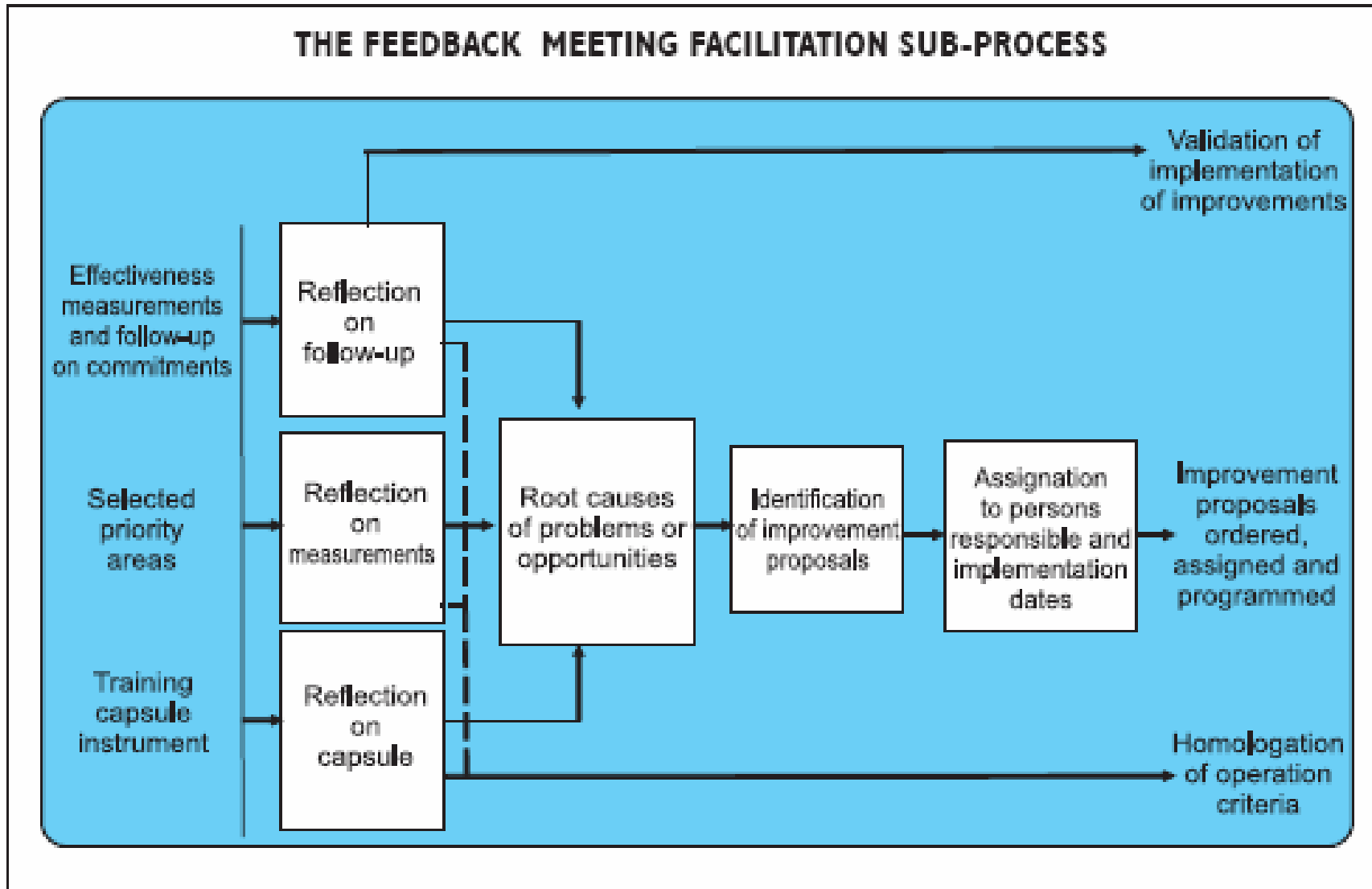
SUB-PROCESS 2: FACILITATION OF THE FEEDBACK MEETING

Macro SIMAPRO Feedback Meeting

AGENDA

- Welcome
- Status Improvement Proposals
- Measurement Results of Period
- Training Capsule
- Improvement Proposals
- Closing

Sub-process 2: Facilitation of the feedback meeting



Sub-process 2: Facilitation of the feedback meeting

COMPONENTS

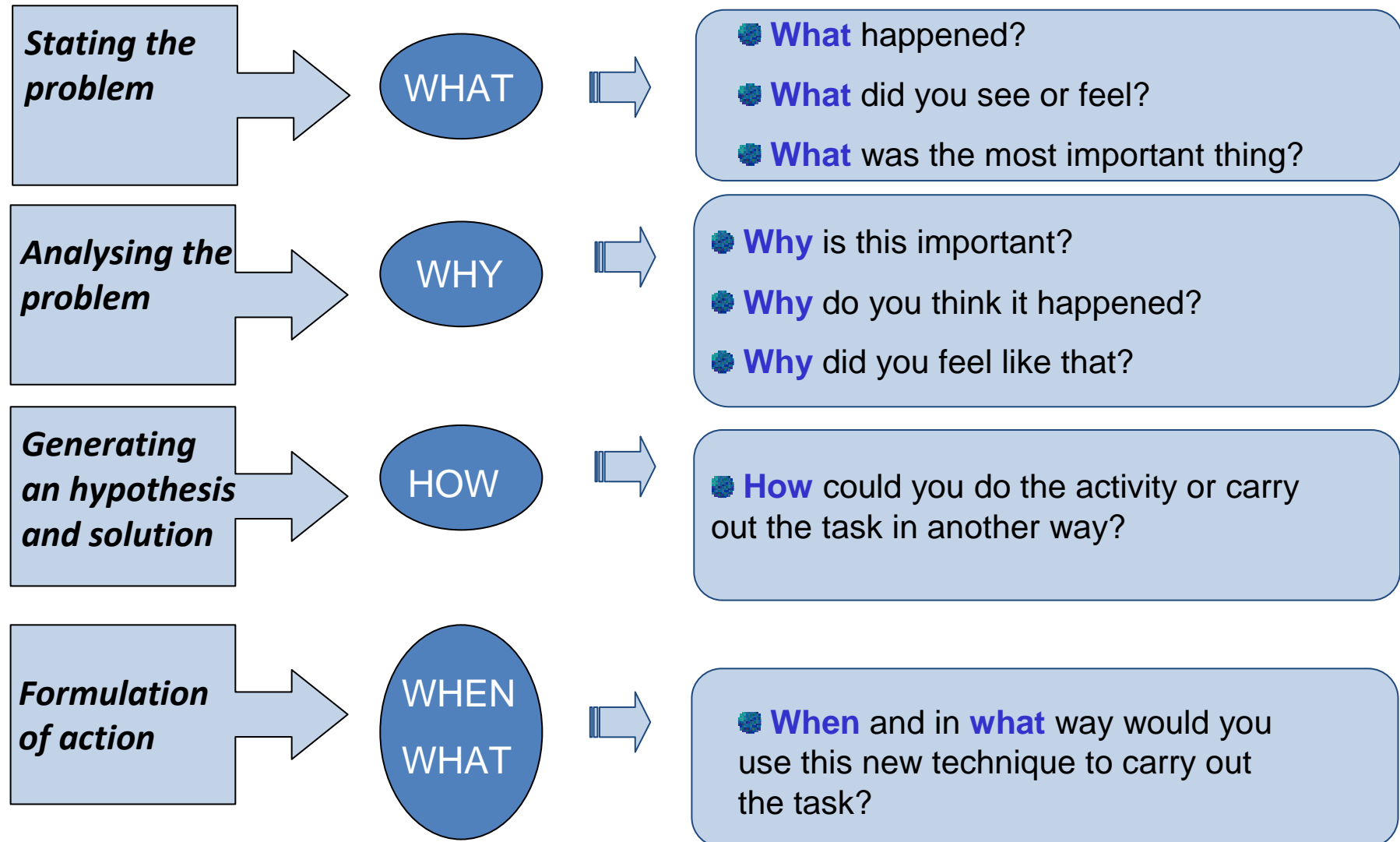
- ➊ REFLECTION
- ➋ ROOT CAUSE
- ➌ IMPROVEMENT PROPOSALS
- ➍ ALLOCATION TO PERSONS RESPONSIBLE

Sub-process 2: Facilitation of the feedback meeting

COMPONENT: REFLECTION

For example...

QUESTIONS



Visualization of Problems

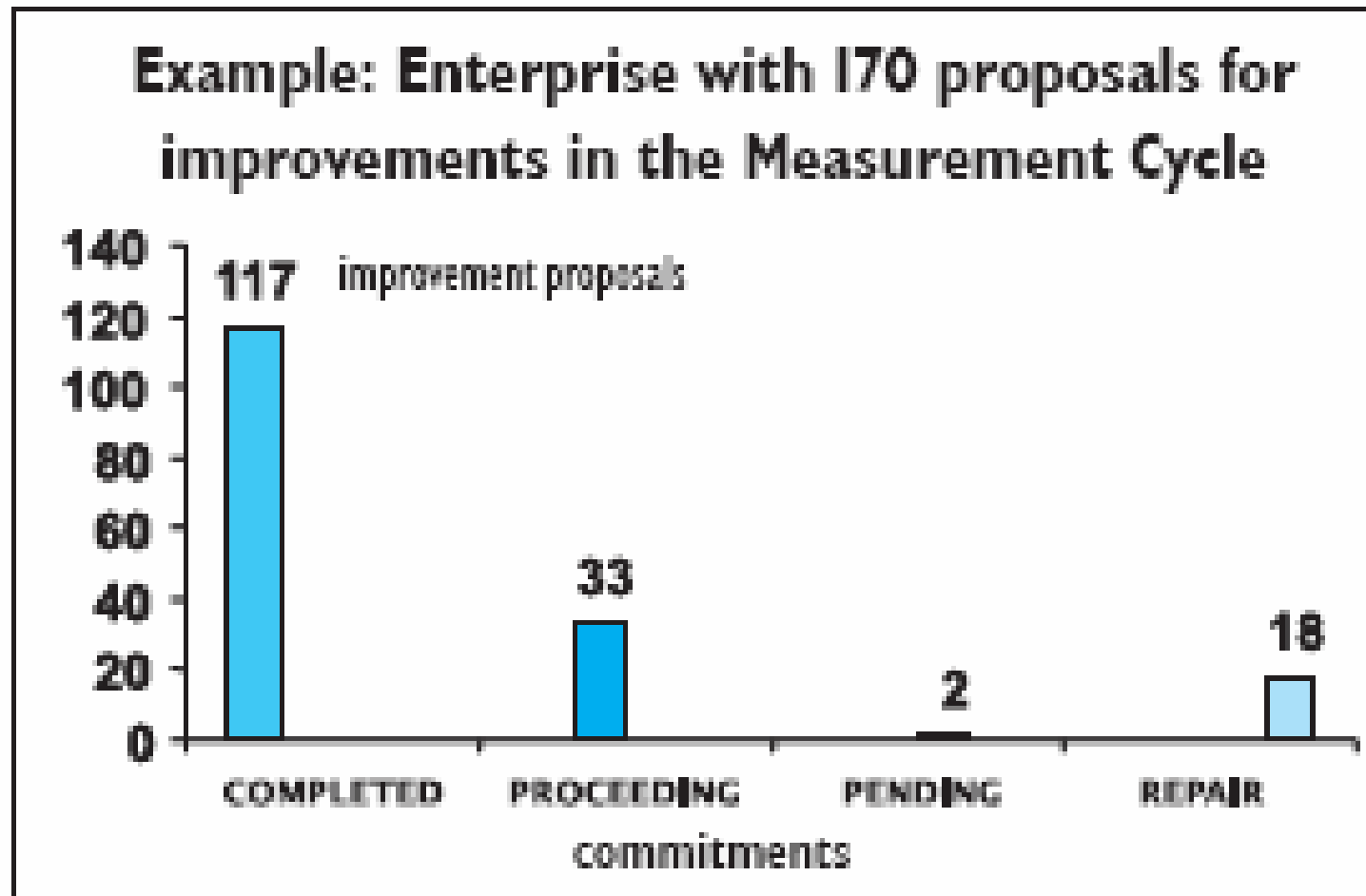
Date:

Shift:

Area:

No.	PROBLEM AND ROOT CAUSE (WHAT)	SOLUTIONS (HOW)	RESPONSIBLE (WHO)	START AND FINISH DATES (WHEN)	RESOURCES USED (WHAT WITH)	EXPECTED AND REAL IMPACT (RESULT)
1						
2						
3						
4						
5						
6						

Results SYMAPRO: Cycle ...



Sub-process 2: Facilitation of the feedback meeting

COMPONENT: IMPROVEMENT PROPOSALS

Base Model



Implementation of SYMAPRO

Thank you

