

# Training and Development for Quality

## What is this?

Many companies are managed by senior managers who pay little attention to training and development. Others, while recognizing the important of training during an employee's initial hiring period, do little follow-up on an ongoing basis. More enlightened companies recognize that training and development is an ongoing, forever required activity.

## Examples:

Training and development is linked to the Kaizen process in that Kaizen is routinely coming up with new and improved procedures and processes for businesses. How does an organization find out about this new procedure or process that leads to improved results? Through training and development activities, quality in the workplace can be achieved.

## Why?

How can employees be expected to perform and adapt to new changes, procedures, and requirements if they are not kept up to date on why the changes are needed, and the new skills they are learning are required?

## Who?

Every organization's employees and customers.

## How?

On an ongoing basis, the senior manager, or Human Resources (HR) manager in a large firm needs to be doing a "needs assessment" of what skills and education need to be upgraded into the workforce.

## When?

When any significant change is being implemented into a company, but consistent training and development can continue to improve a company, regardless of any need for change.