

TRAINING WITHIN INDUSTRY SERVICE
Bureau of Training
War Manpower Commission

Do you have any similar problems in the office?

Operating Problems - Getting the Work Out

Work is delayed because of confusion
Employees don't "get the hang" of their jobs
Employees don't understand all the changes in procedure
Papers not routed properly - mix-ups in messenger service
Not sure what is expected - slow in getting started
Have difficulty in getting out the work load
Careless housekeeping; work place poorly arranged
Desks and work places too congested
Peaks and valleys in work output
Lack of needed work skills

Quality of Work

Standards not interpreted uniformly
Too much left for employee's assumption
Errors not discovered until it is too late
Work returned because it does not meet requirements
Too much work has to be done over
Some materials not filed properly

Personnel Problems

Employees:

Leave to go to other employment.
Quit after a short time on the job
Lack experience in local procedures
Lack interest in the job
Want transfers
Think they can "make out" better on another job
Lack desire to excel on the job
Feel there is little chance to get ahead
Don't "come through"
Get discouraged learning the job

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Most supervisors say that about 80% of the above problems could be solved - or at least, helped, - if they had a better trained staff.

How about yours?

Job Instruction Training

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Office

Sample Job Break-downs and Timetable

Here are some examples of Job Break-downs and a Timetable which have been developed as guides to assist you in making your own.

Put this sheet in a 3-ring binder for reference.

Start breaking down your operations.

Make a timetable for your training.

Example 1.		Example 2.	
JOB BREAK-DOWN SHEET FOR TRAINING MAN ON NEW JOB		JOB BREAK-DOWN SHEET FOR TRAINING MAN ON NEW JOB	
PART	OPERATION	PART	OPERATION
Inkpad, chart and stand	Roll Fingerprinting - right hand	Transcribing machine, cylinder	Operating transcribing machine
IMPORTANT STEPS IN THE OPERATION <small>Steps: A logical segment of the operation when something happens so ADVANCE the work</small>	KEY POINTS <small>Key point: Anything in a step that might Make or break the job Injure the worker Make the work easier to do, i.e., "teach," "watch," special dials, list of special information</small>	IMPORTANT STEPS IN THE OPERATION <small>Steps: A logical segment of the operation when something happens so ADVANCE the work</small>	KEY POINTS <small>Key point: Anything in a step that might Make or break the job Injure the worker Make the work easier to do, i.e., "teach," "watch," special dials, list of special information</small>
1. Position applicant	Right side of operator Applicant relaxed	1. Place indicator slip in guide	
2. Ink right thumb	Roll toward body Cover nail edge to nail edge to first joint Right pressure "feel" - don't smudge	2. Place cylinder on mandrel	Carriage up at extreme left Printed end last Fingers inside Don't touch surface Right tightness "feel"
3. Print right thumb	In thumb square Roll toward body Nail edge to nail edge Right pressure "feel" - don't smudge	3. Adjust headphones	Comfort
4. Inspect print	Delta and swirl	4. Start cylinder	Depress forward control Place needle 1/16" left of first cut
5. Repeat steps 2, 3, and 4 for finger of right hand	Roll away from body Order of printing - Index, Middle, Ring and Little	5. Adjust volume and tone	
<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;"> A fingerprint clerk made this breakdown in about four minutes </div>		6. Reset machine	
		7. Transcribe	Note directions, corrections, errors
		8. Return carriage to left	Carriage up
		9. Remove cylinder	Depress ejector lever Fingers inside
		<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;"> This breakdown was made by the supervisor of a transcribing unit </div>	