World Class Approach

FCA Italy - Training & Consulting is an organization of Professional Trainers fully dedicated to support Operations training initiatives at World Wide level

Mission

Develop and Deliver World Class Training & Consulting

Vision

Create a “world class” learning organization able to transfer World Class best practices and know-how and contemporarily develop people and continuous improvement culture
Why World Class e-learning

Develop advanced training solutions means to provide tools as much as possible in line with the training needs of dynamic Companies.

The availability of a Web Based Training (WBT) catalogue strengthens the offer of FCA Italy - Training & Consulting and is built to meet the specific and different Client needs, completing World Class training path with flexibility, capillarity, fulfilment of needs, efficiency and effectiveness.
World Class e-learning approach & opportunities

- Disseminate extensively World Class programs basic knowledge towards a large number of users

- Spread standardized topics to targeted users

- Learning fruition free of constraints required by a training classroom (minimum-maximum number of users and time schedule)

- Provide focused training on topics with limited time slots for fruition

- Certify training effectiveness with release of formal certificates of participation and integrate the training results into Employees’ curricula and competence maps

- Track all training initiatives subscribed and build a Company training record and data base
World Class Web Academy catalogue

The catalogue covers a standard offer on all World Class Pillars and is updated and improved at regular intervals in order to:

- continuously expand the range of Web Based Training solutions
- align the offer with needs and requests derived from the learning activity on the floor

The offer is mainly focused on practical aspects related to World Class methods and tools.

The offer is completed by general introductory modules that can be used for World Class programs knowledge diffusion to the entire Company organization.
<table>
<thead>
<tr>
<th>Category</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Overview and Managerial</td>
<td>WCM-01-02-EN</td>
<td>WCM overview</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>WCM-02-01-EN</td>
<td>Managerial pillars overview</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>WCM-03-01-EN</td>
<td>Technical pillars overview</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>WCM-04-01-EN</td>
<td>WCL overview</td>
<td>10</td>
</tr>
<tr>
<td>Safety</td>
<td>S-01-01-EN</td>
<td>Safety matrix</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>S-02-01-EN</td>
<td>Safety EWO</td>
<td>12</td>
</tr>
<tr>
<td>Cost Deployment</td>
<td>CD-01-01-EN</td>
<td>CD tutorial</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>CD-02-01-EN</td>
<td>5 years Cost Deployment *</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CD-03-01-EN</td>
<td>Cost Deployment - G Matrix *</td>
<td></td>
</tr>
<tr>
<td>Focused Improvement</td>
<td>FI-01-01-EN</td>
<td>PDCA method for improvement</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>FI-02-01-EN</td>
<td>Kaizen basic tools</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>FI-03-01-EN</td>
<td>Tutorial kaizen</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>FI-04-01-EN</td>
<td>SMED *</td>
<td></td>
</tr>
<tr>
<td>Autonomous Maintenance</td>
<td>AM-01-01-EN</td>
<td>AM Tag</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>AM-02-01-EN</td>
<td>Visual CIRL and AM calendar *</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AM-03-01-EN</td>
<td>Cleaning and inspection time reduction *</td>
<td></td>
</tr>
<tr>
<td>Workplace Organization</td>
<td>WO-01-01-EN</td>
<td>Tutorial 5S</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>WO-02-01-EN</td>
<td>Tutorial MURI</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>WO-03-01-EN</td>
<td>Tutorial MURA/MUDA</td>
<td>20</td>
</tr>
<tr>
<td>Professional Maintenance</td>
<td>PM-01-01-EN</td>
<td>Maintenance EWO</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>PM-02-01-EN</td>
<td>Machine Ledger and PM calendar *</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PM-03-01-EN</td>
<td>Maintenance types classification *</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PM-04-01-EN</td>
<td>Machines Classification *</td>
<td></td>
</tr>
</tbody>
</table>

* course with audio
* future availability

Note: course titles and availability are subject to change
TABLE OF CONTENTS

Quality Control

- QC-01-01-EN  5 Questions for Zero defects  22
- QC-02-01-EN  7 tools for Quality Control  23
- QC-03-01-EN  The 7 new tools for Quality Control  24
- QC-04-01-EN  Process Capability: Cp and Cpk  25

Logistics/Customer Service

- LCS-01-01-EN  Materials Classification  26
- LCS-02-01-EN  The picking area design  27
- LCS-03-01-EN  Logistic losses analysis  *
- LCS-04-01-EN  Logistics and 5T approach  *
- LCS-05-01-EN  Plan for every part  *

Early Equipment Management

- EEM-01-01-EN  Design review checklist  *

People Development

- PD-01-01-EN  TWTTP-HERCA: effective application  *
- PD-02-01-EN  LUTI: the productive learning  *

Environment

- ENV-01-01-EN  Energy 7 losses  28

* course with audio
* future availability
Note: course titles and availability are subject to change.
WCM overview

Course Targets

This training module has the target to show World Class Manufacturing program through understanding of:

- historical roots
- genesis
- targets and expected benefits
- methodology
- working principles
- involved people and roles
- auditing system

Course Structure

Prerequisites

- No prerequisites required

**Expected Benefits**

- Diffusion of knowledge about working principles and logics of WCM
- Increase of people involvement in the program

**Course Code:** WCM-01-02-EN
Managerial pillars overview

Course Targets
This training module aims to create awareness and knowledge about WCM Managerial pillars and specifically to
• highlight “soft” aspects related to WCM implementation
• understand in detail Managerial pillars, their evaluation criteria and main links with Technical pillars

Course Structure

**Introduction - WCM “soft” aspects**

**WCM Managerial pillars overview**

Duration: about 60 minutes

Expected Benefits

• Creation of awareness about Managerial pillars importance inside WCM implementation process

Prerequisites

• General understanding of WCM program and its audit system (WCM overview)

Course Code: WCM-02-01-EN
Technical pillars overview

Course Targets
This training module has the target to summarize WCM Technical Pillars mindset through understanding of:

- Pillars objectives
- Basic contents of pillars 7 steps
- Performance and activity indicators

Course Structure

Duration: about 60 minutes

Expected Benefits

- Diffusion of basic knowledge on Technical Pillars content
- Increase of WCM culture in the organization

Prerequisites

- General understanding of WCM program and its audit system (WCM overview)

Course Code: WCM-03-01-EN
WCL overview

Course Targets

This training module has the target to describe the topics of the World Class Manufacturing program applied at the logistic perimeter (World Class Logistics) through the understanding of:

- genesis and historical roots
- main targets and expected benefits
- methodology
- working principles
- assessment and audit system

Course Structure

<table>
<thead>
<tr>
<th>Unit 1</th>
<th>Unit 2</th>
<th>Unit 3</th>
<th>Unit 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCM genesis - the WCM Association</td>
<td>WCM overview</td>
<td>The WCL working principles</td>
<td>The WCL technical pillars</td>
</tr>
</tbody>
</table>

Duration: 1h30

Expected Benefits

- Diffusion of knowledge about working principles and logics of WCM
- Explanation about WCM methods and logic application at the logistic perimeter

Prerequisites

- No prerequisites required

Course Code: WCM-04-01-EN
Safety Matrix

Course Targets
This training module has the target to show the World Class Manufacturing tool named Safety Matrix. In details we will go deeply in the two possible approaches:

- REACTIVE
- PREVENTIVE

Course Structure

- Unit 1: Purpose of tool application
- Unit 2: The tool logic and working principles
- Unit 3: Exercise

Duration: about 30 minutes

Expected Benefits

- Diffusion of the tool knowledge and usage
- Definition of the application conditions in Reactive phase and/or in Preventive phase

Prerequisites

- Safety Pillar (SAF) basic overview

Course Code: S-01-01-EN
Safety EWO

Course Targets
This training module has the target to show the World Class Manufacturing tool named Safety EWO form

Course Structure

Duration: about 30 minutes

Expected Benefits
• Diffusion of the tool knowledge and usage
• Definition of the application conditions in Reactive phase and/or in Preventive phase

Prerequisites
• Safety Pillar (SAF) basic overview

Course Code: S-02-01-EN
CD tutorial

Course Targets
This training module has the target to spread the knowledge of the tools used for the development of the CD (Cost Deployment) Pillar. In details we focus our attention on the

COST DEPLOYMENT MATRICES

Course Structure

The application perimeter

The CD matrices logic, working principles and examples

Unit 1

Unit 2

Duration: about 1,50 hours

Expected Benefits
• Knowledge of the characteristics of each tool
• Illustration of their usage method

Prerequisites
• No prerequisites required

Course Code: CD-01-01-EN
PDCA method for improvement

Course Targets
This training module has the target to show the World Class Manufacturing method named PDCA used for focused improvement projects.

Course Structure

- **Purpose of tool application**
  - Unit 1

- **The tool logic and working principles**
  - Unit 2

- **Examples**
  - Unit 3

*Duration: about 30 minutes*

Expected Benefits

- Diffusion of the tool logic and knowledge
- Definition of the application conditions

Prerequisites

- No prerequisites required

Course Code: FI-01-01-EN
Kaizen basic tools

Course Targets
This training module has the target to spread the knowledge of the tools used for developing the Problem Solving activities, managed with the KAIZEN logic:

5G – 4M – 5W+1H – 5 WHY

Course Structure

Duration: about 45 minutes

Expected Benefits

• Diffusion of the tools logic and knowledge
• Definition of the application conditions

Prerequisites

• No prerequisites required

Course Code: FI-02-01-EN
Tutorial Kaizen

Course Targets
This training module has the target to spread the knowledge of the tool used for performing the Problem Solving activities, named

KAIZEN PROJECT

Course Structure

Expected Benefits

- Teaching of the tool use and management
- Description of the tool types and their application conditions

Prerequisites

- No prerequisites required

Course Code: FI-03-01-EN
AM Tag

Course Targets
This training module has the target to spread the knowledge of the World Class Manufacturing tool named AM TAG.

Course Structure

- **Unit 1**: Purpose of tool application
- **Unit 2**: The tool logic and working principles
- **Unit 3**: Exercise

*Duration: about 30 minutes*

Expected Benefits
- Definition of the tool application conditions
- Explanation of the tool usage and management
- Comprehension of the filling mode

Prerequisites
- Autonomous Maintenance Pillar (AM) basic overview

*Course Code: AM-01-01-EN*
Tutorial 5S

Course Targets
This training module has the target to show the World Class Manufacturing tool named 5S METHOD.

Expected Benefits
• Explanation of the tool usage and management
• Comprehension of the application mode

Prerequisites
• Workplace Organization Pillar (WO) basic overview

Course Code: WO-01-01-EN
Tutorial MURI

Course Targets
This training module has the target to spread the knowledge of the World Class Manufacturing tool named MURI.

Expected Benefits
• Explanation of the tool usage and management
• Comprehension of the application mode

Prerequisites
• Workplace Organization Pillar (WO) basic overview

Course Code: WO-02-01-EN
Tutorial MURA / MUDA

Course Targets
This training module has the target to spread the World Class Manufacturing tool named MURA / MUDA

Course Structure

Unit 1
Purpose of tool application

Unit 2
The MURA tool logic and working principles

Unit 3
The MUDA tool logic and working principles

Duration: about 45 minutes

Expected Benefits
- Explanation of the tool usage and management
- Comprehension of the application mode

Prerequisites
- Workplace Organization Pillar (WO) basic overview

Course Code: WO-03-01-EN
Maintenance EWO

Course Targets
This training module has the target to show the World Class Manufacturing method named Maintenance EWO form

Course Structure

Duration: about 30 minutes

Expected Benefits
• Definition of the tool usage conditions
• Comprehension of the filling mode

Prerequisites
• Professional Maintenance Pillar (PM) basic overview

Course Code: PM-01-01-EN
5 Questions For Zero Defects

Course Targets
This training module has the target to show the World Class Manufacturing tool named 5 Questions For Zero Defects

Course Structure

- **Unit 1**: Purpose of tool application
- **Unit 2**: The tool logic and working principles
- **Unit 3**: Examples

*Duration: about 45 minutes*

Expected Benefits

- Conditions for reaching Zero defect status target
- Diffusion of the tool knowledge and usage

Prerequisites

- Quality Control Pillar (QC) basic overview

**Course Code:** QC-01-01-EN
The 7 tools for Quality Control

Course Targets
This training module has the target to spread the knowledge of the

7 TOOLS FOR QUALITY CONTROL

which are used during the development of the Quality Control (QC) Pillar activities

Course Structure

Duration: about 45 minutes

Expected Benefits

• Knowledge of the characteristics of each tool
• Illustration of their usage method

Prerequisites

• No prerequisites required

Course Code: QC-02-01-EN
The 7 new tools for Quality Control

Course Targets
This training module has the target to spread the knowledge of the

7 NEW TOOLS FOR QUALITY CONTROL

which are used during the development of the Quality Control (QC) Pillar activities

Course Structure

Unit 1
Purpose of tool application
The 7 new tools
Logic, working principles and examples

Unit 2

Duration: about 1,50 hours

Expected Benefits
• Knowledge of the characteristics of each tool
• Illustration of their usage method

Prerequisites
• No prerequisites required

Course Code: QC-03-01-EN
Process Capability: Cp and Cpk

Course Targets

This training module has the target to spread the knowledge of the tools used for the

STATISTIC PROCESS CONTROL (SPC)

Its application is nowadays common for managing the Quality Control within an industrial process

Course Structure

SPC application foreword
Unit 1

SPC Tool logic and working principles
Unit 2

SPC On field application
Unit 3

Duration: about 45 minutes

Expected Benefits

Basics of knowledge about process capability:
- theoretic basis explanation,
- capability ratios definition,
- features and usage mode illustration
- on field applications fundamentals

Prerequisites

- No prerequisites required

Course Code: QC-04-01-EN
Materials classification

Course Targets

This training module has the target to disseminate the knowledge of the methods used in the Logistics Pillar (LOG) perimeter for developing the activities of MATERIALS CLASSIFICATION.

During the course execution, we will approach the themes of the logistics complexity and of the logistic material flow.

Course Structure

<table>
<thead>
<tr>
<th>Unit 1</th>
<th>Unit 2</th>
<th>Unit 3</th>
<th>Unit 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of tool application</td>
<td>Material classification</td>
<td>Material flow</td>
<td>Plan For Every Part (PFEP)</td>
</tr>
<tr>
<td>Logic and working principles</td>
<td>Logic and working principles</td>
<td>Logic and working principles</td>
<td></td>
</tr>
</tbody>
</table>

Duration: about 1 hour

Expected Benefits

- Approach to material classification: logics, metrics and modes
- Description of the logistic flow: principles and types
- Knowledge of the tool PFEP (Plan For Every Part): contents and use

Prerequisites

- No prerequisites required

Course Code: LOG-01-01-EN
The picking area design

Course Targets

This training module has the target to disseminate the knowledge of the methods used in the Logistics Pillar (LOG) perimeter for developing the activities for doing the picking area design.

During the course execution, we will analyze the activities functional to new picking area creation and existing picking areas rationalization or improvement.

Course Structure

Unit 1

- Purpose of tool application

Unit 2

- Picking area design
- Logic and working principles

Duration: about 1 hour

Expected Benefits

- Knowledge of methods and tools to be applied in picking area design

Prerequisites

- Basic knowledge of “Material classification”

Course Code: LOG-02-01-EN
Energy 7 losses

Course Targets
This training module has the target to spread the knowledge of the World Class Manufacturing tool used for defining the 7 ENERGY LOSSES.

Course Structure

Duration: about 45 minutes

Expected Benefits
- Application perimeter definition
- Loss search and classification method

Prerequisites
- Environment Pillar (ENV) basic overview

Course Code: ENV-01-01-EN
FCA Italy - Training & Consulting

Head Offices:

FCA Italy S.p.A.
Corso Agnelli 200
10135 Turin - Italy

Training & Consulting
Corso Settembrini 53 – Gate16
10135 Turin - Italy
Secretary Office: +39.011.0047591
email: wcwacademy_training&consulting@fcagroup.com
web site: www.wcm.fcagroup.com

For more information please contact:

Massone Luciano
EMEA Region - World Class Manufacturing & Projects Director
luciano.massone@fcagroup.com

Gobetto Marco
T&C Manager
mobile +39.335.1248697
marco.gobetto@fcagroup.com

Castellano Roberto
T&C Know-How Mgmt & Academies Support
mobile +39.335.7375027
roberto.castellano@fcagroup.com

Massa Maurizio
T&C Senior Specialist
mobile +39.335.5824700
maurizio.massa@fcagroup.com
We join together

to help our Customers be World Class.

Come join us!
This catalogue is part of the following training solutions offer:

**WORLD CLASS TRAINING**

training solutions for World Class Manufacturing implementation classified into three different levels of application: Basic, Intermediate and Advanced.

**TECHNICAL AND ROLES TRAINING**

training solutions for technical training on main process technologies used in operations and paths for main professional roles of the factory.

**WCM ACADEMY**

training solutions with an hands-on approach in a friendly learning environment.

**WORLD CLASS WEB ACADEMY**

training solutions online for World Class methods and tools.