

Directions

Newsletter of E. C. Davis & Associates

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This article appeared in our June 2009 email newsletter. We welcome your comments on any of our articles. Send an email to info@ecdavis.com.

Spotlight on our Strategic Partner: Upchurch & Associates

From Ellen: An important part of our success as a small consulting firm is the collegial relationship we enjoy with other consultants. Their firms complement ours and provide us a way to suggest worthwhile and proven services when client needs are outside of our own business niche. Upchurch & Associates have partnered with us for over 20 years.

Upchurch & Associates specializes in developing technical work instructions for manufacturing industry and online e-learning materials for a wide variety of businesses. Their customers include Timken, Federal-Mogul, Ingersoll Rand, Cummins Inc., BNFL (British Nuclear Fuel), Pella Corporation, Pittsburgh Corning, Cornell Iron Works, Firestone Building Products, Johnson & Johnson, and the National Kitchen Bath Association. Over the past twenty years, the 10-person company has provided professional support for many U S companies and has also worked in Germany, England, China, Thailand, Mexico, and Canada.

Technical Process Documentation and Training

“What we offer companies is a way to confirm and stabilize their best practices and train their operators in the specific jobs for a manufacturing setting,” said Jim Upchurch, principal consultant for the group. “Companies often come to us with manufacturing processes that vary from person to person or shift to shift.” A unique feature of working with Upchurch is the development process where they have a very smooth system for debriefing a subject matter expert. [Click here](#) to see an example of their process documentation work.



Online E-learning Materials

“Companies that need an efficient way to train a graphically diverse workforce often find an online interactive training program very helpful,” said Stephanie Phillips, general manager and instructional designer. These programs are designed to keep the attention of the learner with interactivity, animation, digital images, text that is read automatically, and a glossary to look up terms.



The Fit with EC Davis

In a start-up or redesign effort, technical process improvement is critical, through the introduction of new technology and/or the redesign of work. Employees need to master new technical skill sets, and a sound, documented approach to their training is vital. Furthermore, organization change periods can be stressful, causing people to fall back into old work habits; this is a time to hone and reinforce existing technical skill sets. Upchurch provides technical training tools that support an organization development plan and help keep the organization moving in the right direction. To learn more, visit www.upchurchassociates.com.