

Plan 11: Training Completion and Task Mastery

30-DAY OUTCOME Replace “time spent training” with verified knowledge, demonstrated skill, consistent execution, and documented authorization.

Control	Plan Requirement
Plan owner	_____
Start and end dates	_____ to _____
Baseline period	_____
Primary shift/daypart	_____
Supporting roles	_____

Measures and targets

Measure	Baseline	Day-30 Target	Actual
Required modules completed	_____	_____	_____
Knowledge checks passed	_____	_____	_____
Observed demonstrations passed	_____	_____	_____
Retraining frequency	_____	_____	_____
Early errors by task	_____	_____	_____
Trainer consistency	_____	_____	_____

Recommended target boundaries

- 100% assigned training has an owner and deadline
- No independent assignment before required verification
- At least 90% first-cycle completion by deadline
- Reduce early task errors in the selected role

Likely causes to test—not assume

- Training is measured by days worked
- Trainers teach different methods
- Sign-offs are given without observation
- Employees are assigned before readiness
- Retraining is undocumented

Minimum operating standard

- Explain, demonstrate, practice, observe, verify, authorize

- Use one approved method and standard
- Sign-off means evidence was observed
- Failed verification creates coaching and a new attempt—not punishment

Training requirements

- Trainer standardization
- Demonstration and observation
- Fair verification
- Retraining and authorization

The 30-Day Action Calendar

Day	Phase	Required Action
1	Measure	Select one high-impact role or task family
2	Measure	List required knowledge, demonstrations, and safety gates
3	Measure	Audit current completion and early error patterns
4	Measure	Identify trainer differences
5	Measure	Define evidence required for each sign-off
6	Define	Share baseline findings with managers and confirm no coaching began early
7	Define	Approve the target, definitions, and data owner
8	Define	Build or refine task verification records
9	Define	Calibrate trainers using the same demonstrations
10	Define	Train explain–demonstrate–practice–observe–verify
11	Train/Pilot	Set authorization and retraining rules
12	Train/Pilot	Pilot with one employee or task group
13	Train/Pilot	Observe the pilot without rescuing every difficulty
14	Train/Pilot	Revise the standard only when evidence supports the change
15	Train/Pilot	Confirm every affected employee received training
16	Execute	Expand to the selected role
17	Execute	Observe trainers as well as trainees
18	Execute	Correct premature or unsupported sign-offs
19	Execute	Track errors after authorization
20	Execute	Hold brief progress reviews with trainees

Day	Phase	Required Action
21	Execute	Hold a ten-minute mid-plan review with assigned owners
22	Execute	Document exceptions, causes, and corrective actions
23	Execute	Recheck the highest-risk handoff
24	Stress-Test	Recheck a sample of completed skills
25	Stress-Test	Compare early errors and retraining with baseline
26	Stress-Test	Document trainer and material gaps
27	Stress-Test	Finalize mastery and recertification rules
28	Verify/Hold	Lock monthly training-file and field-performance audits
29	Verify/Hold	Obtain employee feedback on usability
30	Verify/Hold	Assign the ongoing report owner

Weekly Review Record

Review	Result	Primary Cause	Decision / Owner	Due
Day 7				
Day 14				
Day 21				
Day 27				
Day 30				

Day-30 Verification

- Was the baseline measured consistently? ☐ Yes ☐ No
- Was the standard trained and observed? ☐ Yes ☐ No
- Did the primary metric improve? ☐ Yes ☐ No
- Were safety, quality, hospitality, and fairness protected? ☐ Yes ☐ No
- Decision: ☐ Standardize ☐ Extend controlled test ☐ Redesign ☐ Stop

Sustainment rule: Audit training records and observed field performance monthly; recertify safety- or control-critical skills on a defined schedule.

Manager verification: _____ Date: _____ Next review: _____