

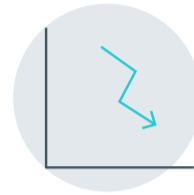
You would use this approach as part of your manufacturing strategy.

Projected performance gains



Increased

- Staff development opportunities
- Employee flexibility to meet changing customer needs
- Job rotation to keep work interesting
- Labour planning.



Reduced

- Reliance on a limited number of employees with key skills
- Overall labour costs.

What investment is needed to understand the concept?

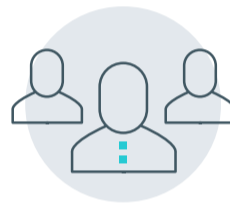
DIFFICULTY



Medium

Requires some reading around the subject and a structured approach.

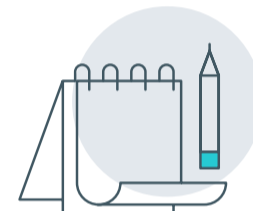
ACTIVITY



Team

Best results come from a team of managers and team leaders.

EQUIPMENT



None

No equipment is needed.

Explanation of the concept

Multi skilling makes companies more able to meet changing customer demand. Reliance on a limited number of people with key skills makes companies vulnerable if they become overloaded or leave the business.

Continued development of employees is also seen as a good way to retain the best people. Multi skilling does not mean train everyone to do everything as this would be wasteful. A company needs to look at its skills base, identify shortfalls or areas of weakness and create an overall development plan that targets employees to be multi skilled.

This plan should also look at the ages of employees to identify when key skills may potentially leave the business and will need to be replaced.

What action should I take?



1

Gather together a team of managers and team leaders.



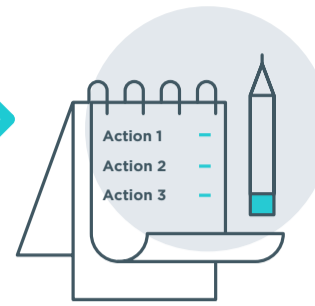
2

Explain the concepts behind Multi Skilling.



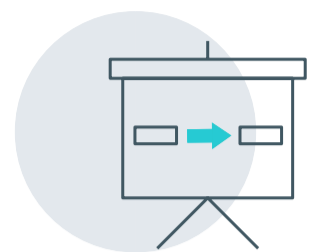
3

Identify gaps and opportunities to multi skill employees.



4

Introduce cellular manufacturing in which team members can easily cover for each other and adapt to meet customer demand.



5

Use training as a development opportunity for the best employees.

Recommended reading



Bicheno, J. (2004). *The New Lean Toolbox*. Picsie Books.
ISBN 0 9541 2441 3



[Business Growth Hub Fact Sheet 30: Making the Best Use of Skilled Labour](#)

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