

## AFTER ACTION REPORT

TO: Pat McConnell, Director, Human Resources

FROM: Ricky Robbins, Safety & Training Coordinator

DATE: October 10, 2011

RE: After Action Report of the 2011 Forklift Training Program

- Purpose:

What did we set out to do?

Provide specific training on the use of Powered Industrial Trucks or Forklifts for City of Germantown employees.

What was supposed to happen?

OSHA requires employers who use forklifts to ensure that each powered industrial truck operator is competent to operate a powered industrial truck safely, as demonstrated by the successful completion of the training and evaluation specified in OSHA regulation 1910.178. Training shall consist of a combination of formal instruction (e.g., lecture, discussion, video tape, written material), practical training (demonstrations performed by the trainer and practical exercises performed by the trainee).

Is there a process or procedure in place for this activity? Yes. Even though OSHA gives you the specifics of what must be taught and to what extent, they allow the employer to decide on the length of the training and the instructional style that works best for their employees.

- Executive Summary:

What actually happened?

A notice was sent to all departments who might have or need access to a forklift informing them of the upcoming training seminar. This notice also includes the names of employees who have completed this training in the past, but are due for re-evaluation (every three years). This notice included the date, time and location of the training. This year (2011), fifteen (15) employees needed re-evaluation and three (3) needed initial training. Training began at 7:05 a.m. and was scheduled to conclude no later than 11:15 a.m. Because this year's class was considerably smaller than others in the past and went very smoothly, the class was finished by 10:45 a.m.

What worked well that needs to be sustained?

The majority of the itinerary of this training is established through OSHA

regulations. Nothing usually changes unless the regulation itself is changed. This class has evolved very well over the years. Modifications have been made as the regulations have changed. Originally, a flip chart and overhead projector was used, now a PowerPoint presentation has taken its place. A written test is still used at the conclusion of the lecture and a practical or hands-on test is given outside in the Public Services equipment yard. Stressing the importance of safety while using the forklift will always be the number one subject of this course.

What did not work well and needs to be changed?

99% of this training works extremely well and needs very little changing, however, I would like to make the operational or hands-on test more challenging for the students. Right now we have limited space to set up “realistic” storage racks that would allow students to practice the process of setting and removing loaded pallets into overhead storage bins.

- Lessons Learned:

What can we do better next time?

Spend more time on the operational part of the training. Make the course more challenging for the student. Set a goal for the student to achieve while demonstrating his forklift skills. Arrange for a challenging obstacle course for the forklift operator to complete, focusing on the details of lifting, transporting, and setting a load.

- Action Items:

Develop a list of the actions to “fix” specific needs.

Work with personnel from Public Services and Vehicle Maintenance and get their ideas and thoughts of creating a better and more challenging operational test for the students. Update the written test and make it more challenging. Explore possible new instructional tools (e.g., videos, handouts, etc.). Create an evaluation form so that the student can make suggestions on making the training a better experience for the student.