



Supervisory training (3-6 days)

The goal of the training is that supervisors – on top of daily production supervision – live up to challenges, such as controlling and motivating teams, participation in standardization and continuous improvement, active waste elimination and problem solving.

Company and strategy

- The goals and structure of companies
- Stakeholders
- Mission, vision, strategy

The fundamentals of management and leadership

- Supervisory roles
- Conventional management roles
- Leadership: functions and roles
- Management mistakes
- Individual and group decision making

Performance management

- The building blocks of a performance-based management system
- Evaluating the performance of subordinates
- Effective delegation
- Motivating subordinates
- Selecting and training subordinates

Organizing work

- Work break-down methods
- Project management
- Time management, setting priorities
- Paper and information management
- Weekly and daily planning

Change and conflict management

- The characteristics of organizational changes
- Conflicts: sources and identification
- Handling conflicts: approaches

Team management

- The types and forming of groups
- Group processes
- Team roles
- Team building
- Preparing and running a meeting

Communication

- The goals and types of communication
- The process of communication, barriers
- Written communication
- Giving presentations

Production control

- Production planning
- Shop-floor layouts
- Inventory control

Productivity and quality fundamentals

- Value added
- Productivity measurement
- Quality and the customer
- Quality control and standardization
- Process orientation

Kaizen

- The meaning and importance of Kaizen
- Kaizen principles, the Gemba principle
- The PDCA cycle
- The basic tools of Kaizen
- Problem and waste categories (3 Mu)
- Suggestion system
- Quality control cycles (QCC)
- Kaizen workshops

Problem solving

- Problems solving approaches
- The 5 Whys? method
- The 7 step problem solving method

The 7 tools of quality control (7QC)

- Check sheet, Pareto diagram, cause-and-effect diagram, histogram, correlation diagram, control charts, process flowcharts

Work environment and maintenance

- The steps of 5S
- The six major machine losses decreasing effectiveness
- Quick change-over and SMED
- Types of maintenance
- Visual management

Standardization

- The roles and ways of standardization
- Standard operational procedures and standard work

Lean production

- The 5 principles of Lean
- The fundamentals of Toyota Production System (TPS)
- The 7 major wastes in manufacturing (7 Muda)
- Built-in quality: Jidoka and Poka-Yoke
- Just-in-Time foundations
- Cellular manufacturing
- Supermarket Kanban system and FIFO pull
- Production scheduling and internal logistics