

## Workshop: Creating a system of Job Instructions according to TWI – instruction and training

*Effective employee training thanks to practical instruction methods*

### Target group

Lower level management (e.g. masters, foremen, leaders) as well as people responsible for providing job instruction.

### Get the practical insight into solving problems and responding to challenges including:

- Inadequately trained employees.
- Lack of work performance standards.
- Inappropriately conducted job instructions (as well as lack of audits of such instructions).
- Unrealistic and inapplicable job instructions combined with lack of proper work distribution (or complete lack of it).
- Lack of employee evaluation systems (lack of knowledge of employees' competencies).

### Overview

The method of instructing employees comprising the TWI program is a practical tool that supports trainers in providing proper and effective job instruction. Thanks to this method, supervisors are able to train new operators faster and more effectively, which leads to an increase in work efficiency, as well as quality improvement, and a reduction in the number of shortages. The method was designed by the best practitioners and scientists from the USA in the 1940s, yet its universality and flexibility has been appreciated ever since and has been used unchanged by all major automotive corporations.

### Benefits for the company

- **Reduced** time of employees' trainings.
- **Reduced** number of errors made by operators during work.
- **Drawing** up an operator versatility sheet (competencies matrix).
- **Designing** a standardized work sheet form.
- **Standardized** operators' work.

### Benefits for the participant

- **Ability** to prepare a job breakdown sheet.
- **Ability** to conduct a job instruction with the use of the TWI method – "Instructing employees".
- **Familiarity** with the way of creating standardized work sheets.
- **Familiarity** with practical examples of the TWI method implementation – "Instructing employees" in other production companies.
- **Ability** to draw up a skills matrix.

## AGENDA – DAY ONE

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<b>Module 1</b>	9:00 – 10:30 (10:30 – 10:45 coffee break)	<ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ The role of Job Instructions (characteristic features of good instructions, purpose of instructions)</li> <li>▪ Good and bad methods of training employees</li> </ul>
<b>Module 2</b>	10:45 – 12:15	<ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ The role of Job Instructions (characteristic features of good instructions, purpose of instructions)</li> <li>▪ Good and bad methods of training employees</li> </ul>
12:15 – 13:00 Lunch		
<b>Module 3</b>	13:00 – 14:30 (14:30 – 14:45 coffee break)	<ul style="list-style-type: none"> <li>▪ Examples of Job Instructions from different manufacturing companies – presenting good examples and the most frequent mistakes</li> <li>▪ Visit at the production hall in order to collect data necessary for creating Job Instructions (job breakdown, pictures)</li> </ul>
<b>Module 4</b>	14:45 – 16:30	<ul style="list-style-type: none"> <li>▪ Group work aimed at creating instructions</li> </ul>

## AGENDA – DAY TWO

<b>Module 1</b>	9:00 – 10:30 (10:30 – 10:45 coffee break)	<ul style="list-style-type: none"> <li>▪ Group presentations of Job Instructions they prepared</li> <li>▪ A video showing a practical Job Instruction from a manufacturing company in accordance with the TWI Job Instruction method</li> <li>▪ Video analysis – group work</li> </ul>
<b>Module 2</b>	10:45 – 12:15	<ul style="list-style-type: none"> <li>▪ Practical instruction in the production hall number 1 (roles for the trainers, students and auditors)</li> <li>▪ Summary of the instruction in a training room</li> </ul>
12:15 – 13:00 Lunch		
<b>Module 3</b>	13:00 – 14:30 (14:30 – 14:45 coffee break)	<ul style="list-style-type: none"> <li>▪ Practical instruction in the production hall number 2 (roles for the trainers, students and auditors)</li> <li>▪ Summary of the instruction in a training room</li> </ul>
<b>Module 4</b>	14:45 – 16:30	<ul style="list-style-type: none"> <li>▪ Creating a competencies matrix</li> <li>▪ Discussing non-standard situations encountered during the instruction</li> <li>▪ Questions and workshop summary</li> </ul>