

Workshop: TWI methods for improving the capacity of expert jobs

Become familiar with capacity improvement tools for specialized tasks that offer more than typical process optimization

Target group

Managerial staff, leaders, managers and coordinators responsible for the improvement of the company.

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

- Increase in the effectiveness of specialized tasks without investing in IT applications.
- Improving expert work both outside the IT system and in IT applications.
- Reaching demanding targets for improved capacity that cannot be achieved with the use of typical process optimization methods.

Overview

During the workshop, the participants will learn and apply TWI methods used for improving specialized tasks by analysing and offering improvement for real processes that are carried out in the service company hosting the workshop. TWI methods guide people responsible for service and office processes thanks to 5 clearly defined steps:

1. Use the Job Breakdown Sheet to divide the tasks into steps.
2. Analyse every step by asking 6 questions.
3. Develop a new way of working with the use of TWI JM (Job Methods) method.
4. Implement the new way of working with the use of the TWI JI (Job Instruction) method.
5. Develop an overview and coaching model which will guarantee that the improved processes will be sustained.

Engaging managerial staff and company employees in improvement is a crucial element of TWI methods. Therefore, these methods are recommended to companies that would like to extend the role of those people in the improvement process. The workshop is an element of the certified Lean Practitioner program for services and offices.

Benefits for the company

- **Capacity.** Increasing capacity of the work of specialists in a way that does not require IT investments.
- **Quality.** Reduced number of errors committed by employees.
- **Time.** Reduced time of training new employees thanks to the TWI IP method.
- **Knowledge.** Improvement in the management of specialist knowledge that is necessary for carrying out work.

Benefits for the participant

- **Ability** to use TWI methods in order to analyse and improve service and office processes.
- **Familiarity with a practical “recipe”** and a set of support tools for more effective improvement process execution.
- **Possibility** to test the newly acquired methods on **a real process from the company** hosting the workshop.

AGENDA – DAY ONE

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Module 1	9:00 – 10:30 (10:30 – 10:45 coffee break)	<ul style="list-style-type: none"> Introduction to the TWI Job Methods tool Job breakdown with the use of the Job Breakdown Sheet (JBS) Analyzing elements of the job Designing improvements in accordance with the 4-step TWI JM method
Module 2	10:45 – 12:15	<ul style="list-style-type: none"> Exercises in job improvement on a simulated example Proposing changes
12:15 – 13:00 Lunch		
Module 3	13:00 – 14:30 (14:30 – 14:45 coffee break)	<ul style="list-style-type: none"> The essence of job instructions – good and bad examples Analyzing instruction using the rules of the TWI JI tool on a simulated example 4 steps of the TWI Job Instruction method
Module 4	14:45 – 16:30	<ul style="list-style-type: none"> Introduction to Work Standardization Designing a Job Breakdown Sheet with a view to instructing and standardizing Designing Standardized Work Sheets and implementing changes

AGENDA – DAY TWO

Module 1	9:00 – 10:30 (10:30 – 10:45 coffee break)	<ul style="list-style-type: none"> Analyzing selected jobs in the company hosting the workshop Designing a Job Breakdown Sheet – part 2
Module 2	10:45 – 12:15	<ul style="list-style-type: none"> Designing a Job Breakdown Sheet – part 2 Developing improvements for the job being analyzed
12:15 – 13:00 Lunch		
Module 3	13:00 – 14:30 (14:30 – 14:45 coffee break)	<ul style="list-style-type: none"> Designing a standardized work chart for jobs improved on the previous day
Module 4	14:45 – 16:30	<ul style="list-style-type: none"> Practical exercises showing how to organize proper trainings in accordance with the TWI JI method