

## Workshop: Training Within Industry (TWI) - fundamental skills for supervisors

### Training Within Industry (TWI) - fundamental skills for supervisors

Agata Pawlukojs and Franklin Fernández

Lean has improved the competitiveness of many companies and the value they deliver to customers. Despite these achievements, many companies are stuck after their initial Lean efforts. The results are not sustained. There are many reasons for this but one of them is the lack of skills of front line supervisors. Managers and supervisors are not able to create conditions for performance in changing environment.

The aim of the workshop is for participants to gain a good understanding of the Training Within Industry Program for supervisors' skill development and why TWI skills are fundamental for the success in Lean.

We invite you to attend our "Training Within Industry (TWI) - fundamental skills for supervisors" Workshop, where you will have the opportunity to explore the 3 elements of TWI Program. You will learn about the 4 Steps of Job Relations, Job Instruction and Job Methods and how using the 3 TWI skills can help your teams, supervisors and team leaders, in achieving a better performance. You will participate in an life on job training demonstration using the JI 4 Step method and you will learn how to analyze jobs for training. You will also learn how TWI methods provide the practical application of the "Respect for People" .

The workshop is for both manufacturing and service managers.

#### The workshop content

- The historical introduction to TWI Program.  
How TWI became a part of Toyota Production System since 1951 and it is currently broadly used in Japan and around the world.
- Why TWI is relevant for companies that implement Lean?
- Factors that influence human performance
- TWI model of five needs of good supervisors
- TWI Job Relations (JR) - developing skill in leading - the 4 Step of JR method and practical examples
- TWI Job Instruction (JI) - developing skill in instructing - the 4 Steps of JI method and practical examples
- TWI Job Methods (JM) - developing skill in improving methods - the 4 Steps of JM and practical examples

#### Learning Objective

Participants will leave with an in-depth understanding of how developing of TWI skills of the supervisors can support their Lean efforts.

#### When

Tuesday 13th November 2018

9:00 - 9:30 reception

9:30 - 12:30 workshop

#### Registration

<http://elec2018.pt/>

#### Location

The workshop will be held at Vila Galé Hotel, Braga, Portugal.

See <https://www.vilagale.com/en/hotels/porto-andnorth/vila-gale-collection-braga>

#### Costs

Costs for participation in the workshop are €150 per person.

#### About presenters:

Agata Pawlukojs is TWI Institute Master Trainer and Director of Instituto TWI Iberia, an official partner of the TWI Institute (NY, USA), for Portugal and Spain.

Franklin Fernández is TWI Institute certified trainer in Job Instruction, Job Relations, Job Methods, Job Safety and TWI Problem Solving, he is a partner and senior consultant at Instituto TWI Iberia.

<http://www.instituto-twi.com/>

<http://twi-institute.org/>