

Join us for the Lean Support Leader program!

Complete all four Training Within Industry courses.

Purdue University Technical Assistance Program (TAP) - Manufacturing Extension Partnership (MEP) can help you prepare to be part of the next generation Indiana Workforce. To become a Lean Support Leader, you must complete all four Training Within Industry (TWI) courses. The following skills programs are taught by TWI and are especially important today as Lean pushes more responsibility and decision making down to the supervisor/team leader, and then to the people who do the work.

Lean Support Leader Certificate Includes:

- Job Relations Training (JR) Program
- Job Instruction Training (JI) Program
- Job Methods Training (JM) Program
- Job Safety Training (JS) Program



Background: The TWI programs were developed in the United States over sixty years ago and played a major role in boosting industrial production to the levels required to win the Second World War. After the war, they were introduced around the world and, most notably, are still in wide use in Japan today. The Toyota Production System approach of going to the source, observing in detail, and learning by doing was very much influenced by TWI and remains as the backbone of Toyota's standardization philosophy to this day. TWI is now being embraced throughout the US by companies to involve their people and to sustain the gains from Lean and continuously improve.

Job Seekers: If utilizing DWD funds approval must be gained from your local office prior to registering for a workshop. These workshops are listed in the Indiana Department of Workforce Development Database of Education and Training Sources: GO TO <http://www.in.gov/dwd/> On the left side under PARTNERS click **WORKFORCE SERVICES** select 4th choice middle of the page **TRAINING AND EDUCATION CHOICES**. Search the site under **PROGRAM NAME:** Lean Support Leader or **ETC Program ID:** 8394

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Lean Support Leader Descriptions:

Job Instruction Training (JI): teaches supervisors how to quickly train employees to do a job correctly, safely, and conscientiously. The objective of the course is to help supervisors develop a well-trained workforce: have less scrap, rework, and rejects; have fewer accidents; have less tool and equipment damage. The method emphasizes preparing the operator to learn, giving a proper demonstration while identifying the Important Steps and the Key Points of the job, having the operator perform a trial run, and tapering off coaching while continuing to follow up.

Job Methods Training (JM): teaches supervisors how to improve the way jobs are done. The aim of the program is to help produce greater quantities of quality products in less time by making the best use of the manpower, machines, and materials now available. To do that, supervisors are taught to break down jobs into their constituent operations, to question each of these details (why? what? where? when? who? how?), to develop the new method by eliminating, combining, rearranging and simplifying these details, and to apply the new method selling it to everyone involved.

Job Relations Training (JR): teaches supervisors how to build positive employee relations, increase cooperation and motivation, and effectively resolve conflicts. The course emphasizes that people must be treated as individuals to provide a foundation for developing and maintaining good relations to prevent problems from arising. It also teaches supervisors to handle problems that do arise by gathering and weighing facts before taking action, and then to check results to evaluate whether the action helped production.

Job Safety Training (JS): provides a framework for supervisors to engage employees in identifying potential hazards and eliminating them in conjunction with their training and knowledge in OSHA and EPA regulations. This program teaches supervisors a method to analyze the chain of events leading to accidents and hazardous situations. Root causes are identified and remediated to "break the chain". JS stresses that the relationship of the supervisor and employees plays a pivotal role in a safe and environmentally responsible workplace.

TWI Program Structure

Each of the "J" programs is structured in the same way—five two-hour sessions in five consecutive days. The TWI "4-Step Method", one for each of the programs, is then introduced to show how trainees can handle problems more effectively to gain better results.

Lean Support Leader Price: \$2,000/ per person.

To Register: Workshops are being scheduled in your area. For a complete listing go to: www.mep.purdue.edu/events. Registration information is available at this site.

For More Information: E-mail MEPworkshops@purdue.edu or call (800) 877-5182 ext. 620.

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