

MANUFACTURING SUPERVISOR CERTIFICATION

Create Trusted Leaders Who Get Results

The Supervisor Certification curriculum targets first-line supervisors at manufacturing facilities with a comprehensive overview of supervisory principles. With a strong emphasis on continuous improvement, job instruction, employee relations, problem solving and effective communication, the course teaches students the interpersonal strategies to become a productive and respected supervisor.

The course is partially based on Training Within Industry (TWI) Job Instruction and Job Relation programs. TWI is an improvement process that addresses the essential skills needed by supervisors. TWI's rich history originated in the United States in the 1940s where the program was a resounding success, boosting industrial production beyond expectations. During the prosperity of post-war America, the TWI program was abandoned and it soon became a faded memory. TWI is experiencing a rebirth through industry. Lean enterprises are increasingly turning to TWI as a means to sustain improvements and achieve standard work.

The Texas Manufacturing Assistance Center (TMAC) accelerates the profitable growth of manufactures by implementing methods, innovation, technology and best practices to develop and improve products, processes and people. TMAC South Central Region operates out of Southwest Research Institute (SwRI) in San Antonio, TX. TMAC is an affiliate of the Manufacturing Extension Partnership (MEP) program of the National Institute of Standards and Technology (NIST).

March 2, 9, 16, 23,
& 30, 2020



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San Antonio, TX
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MODULES

LEARNING DOESN'T STOP ONCE TRAINING IS OVER

Participants can access TMAC after training for coaching to rapidly apply what they learn.


Location: 6220 Culebra Rd
Building 68
San Antonio, TX

tmac.swri.org

INCLUDED

- Course binder
- Access to TMAC instructors after the course
- Breakfast, snacks and lunch
- Certificate with CEUs issued upon passing of examination



A program of  SwRI

Training Within Industry: Job Instruction (10 hrs)

Learn how to quickly train employees to do a job correctly, safely, and conscientiously. Learn how to effectively breakdown a job and deliver instruction for individual tasks. The objective is to help supervisors develop a well-trained workforce resulting in less scrap and rework, fewer accidents, and less equipment damage. (Taught by Certified TWI Instructors)

Training Within Industry: Job Relations (10 hrs)

Learn how to build positive employee relations, increase cooperation and motivation, and effectively resolve conflict. This course teaches the foundations of positive employee relations to prevent problems from arising. When problems do arise, it teaches a proven method of getting the facts, weighing options, deciding, taking action, and checking results. (Taught by Certified TWI Instructors)

Supervisor as Team Leads (2 hrs) Attendees will better understand team based interactions and develop effective strategies to leverage the people resources available to them as leaders.

Safety (2 hrs) Covers how to conduct a Job Hazard Analysis and how to properly investigate accidents to prevent additional occurrences. The course also reviews common safety concerns.

Lean Principles (4 hrs) Gain an understanding of the eight wastes and the Lean Principles designed to eliminate wastes in business processes. Through hands-on simulations, participants learn about standardized work, workplace organization, visual controls, set-up reductions, batch size reduction, point of use storage, quality at the source, workforces practices and pull systems.

Quality (2 hrs) Learn how to mistake-proof tasks and provide tools to ensure quality is achieved before it is past along to the next operation.

Problem Solving Tools (4 hrs) This training introduces effective approaches to problem solving and decision making that have proven to be successful in producing improvements in efficiency, performance, and productivity. Some of the tools covered are Pareto Charts, Failure Mode and Effects Analysis, Cause and Effect Diagram and Histograms.

Effective Communication (2 hrs) Effective communication is vital for the success of personal interactions and for organizational communication. Learn how to identify the targeted audience and tailor the message. Some of the tools covered are A3 reporting, communication boards, and TAKT time.