TWI Application - Skills Mastery & Deployment Training
Onsite - Optimum class size students: 10 (made up of small teams of 3 – 4 people)

Training Description:
The TWI Skills Mastery & Deployment workshop is designed to be a follow-up session for graduates of the various TWI "J" workshops (Job Instruction, Job Relations, Job Methods, and / or Job Safety) and for management team members responsible for the continued use of TWI methodologies in order to achieve sustainable results.

This workshop focuses on building competencies (skills mastery) of the employees using the TWI "J" methodologies to solve problems, achieve new levels of performance, and mitigate risk. It also, teaches managers key elements that are required to successfully deploy the TWI "J" methodologies in a pilot area(s) of the company. This becomes the foundation for further expansion plant wide.

Training Objective:
Participating in the initial TWI "J" awareness training workshops is only the beginning. Now, a plan must be developed and experience gained in order to achieve the results targeted, address critical challenges facing the organization, and solve problems that arise. The objective is to make the TWI programs part of the normal daily work that gets done.

Deploying the TWI "J" methodologies in a pilot area allows participants to gain a much deeper understanding of the 4-step methods taught. The continued use of these skills over weeks, months, and years is the only way to get results and ensure the sustainability of best practices.
Building competencies (skills mastery) comes from a combination of knowledge, skill, and behaviors that when used daily, allow for successful outcomes. In addition, organizations need to develop the structure, systems, and processes that will provide the resources needed for these new best practices to take hold.

Skill Attainment:
This workshop is customized to the specific goals and needs of each organization, but key elements for pilot deployment may include:

- Management support and commitment – Ensure good understanding and buy-in of the TWI programs. Establish the merit and value for their organization and competitive advantage. Clarity on goals, objectives, expectations, responsibilities, and resources needed.

- Selection of pilot area – Selection of critical areas or problems that should be focused on. Current state data may be used and roots causes identified in order to finalize the project scope, team members, potential impacts, and measures of success.

- <u>Development of pilot deployment plan</u> – Effective planning is needed for effective follow up. A team is formed who has the responsibility for achieving the results of the pilot project. Specific schedules are established for skills mastery practice, observation, and feedback, in order to develop the new talent and behaviors needed to enhance employee competency levels. Structures, systems, and processes are defined for good communication, documentation, approvals, and record keeping.

- <u>Execute pilot project plan</u> – Confidence is gain using a "learn by doing" model. Champions are identified to help drive implementation of new skills and processes. PDCA (Plan, Do, Check, Act) improvement cycles are used to build competencies and gain deeper understanding of the methodologies. Adjustments to structures, systems, and processes are made based on what is learned during the pilot project. Improvement ideas that surface are captured and possible countermeasures identified.

- <u>Check results, recognition, and report out</u> – Results are captured and reported out to management. Organizations can integrate the communication of information into mechanisms that already exist. Recognition is necessary to obtain continuing interest and use. It is a powerful force that can stimulate interest, enthusiasm, and continued action and contributes to building self-efficacy.

These skills are transferable within the company, industry and are highly desirable by any manufacturer.