

Course : Workplace Cooperation & 5S
Site : TBD
Duration : Half day baseline assessment visit
8 hours x 1 day Classroom training
3 x Half days consultancy visits + Measuring KPI

Delivery methods

- Self-discovery and critique
- Group exploration and facilitator led discussions
- Practical exercises
- Best practice theory exploration

Course Objectives

By the end of this training course, participants will be able to:

- Explain workplace cooperation and its benefits
- Recognize the basics for workplace cooperation to be successful
- Set up Enterprise Improvement Teams (EIT) and Establish Employee Suggestions System (ESS)
- Explain the steps of 5S
- Take the necessary steps to implement 5S
- Identify areas of workplace improvement
- Implement 5S for workplace improvement
- Understand why measuring Key Indicators is vital for driving enterprise improvement
- Identify Indicators to measure the operational performance of the enterprise

Target audience:

All staffs including management level

Training Outline

- **What is workplace cooperation?**
 - Why workplace cooperation
 - Managements' role in workplace cooperation
 - Why workplace cooperation matters – A worker's perspective
- **Forms of workplace cooperation**
- **Formal forms of workplace cooperation**
 - Consulting with workers representatives
 - Grievance procedure
 - Collective bargaining

- **Empowering employees through better communication and information sharing**
 - Are the basics in place?
 - Communication, respect and trust
 - Command and control vs. empowering leadership
- **Sharing information**
 - Daily meetings
 - Notice boards
 - After-action-review
 - Visual information sharing
 - Employee Suggestion Schemes
 - Daily Improvement Activities
- **Teamwork**
 - Basics of teamwork
 - Setting up an Enterprise Improvement Team
 - How to establish an Enterprise Improvement Team
 - Management support for Enterprise Improvement Team
- **Getting Started with continuous improvement**
 - Understanding customer expectations
 - Value added vs. non-value added activities
 - Two Ways of Improving
 - Introduction to Kaizen
- **Workplace Improvements through 5S**
 - What is 5S?
 - Implementing 5S
 - The 5S in detail
- **Measuring your progress**
 - Measurement through indicators
 - What to measure?
 - How to measure?
- **Visualizing key performance indicators (KPIs)**
- **Analyzing data**