



THE SUPPLY CHAIN MECHANICS

## Recession Tactics - Train Now for a Competitive Edge

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**The cost is minimal when compared to the paybacks in:**

- ▶ **Improved employee efficiencies**
- ▶ **Reduced operational costs**
- ▶ **Improved morale and employee loyalty**
- ▶ **Increased quality**
- ▶ **Improved staff retention**
- ▶ **Improved utilisation of resources**

The credit crunch is having an undeniable effect on everyone in business, making business owners tighten their purse strings and put activities deemed as non essential on hold. Unfortunately, training is often included in this category.

However, this is exactly the time when a business should pay special attention to investing in their workforce to really set their organisation apart from the competition. And in doing so, influence the energy, enthusiasm and attitude of their organisation's people at a time when such attributes may be in short supply elsewhere.

Providing employees with well-structured and inspiring training enhances their feelings of being highly valued and secure in their role as it proves without doubt that their employer still believes they are worth investing in. It also helps to motivate employees by arming them with the necessary tools to effectively carry out their roles in tough market conditions, even if that means taking on extra responsibilities.

In turn, these things work to effectively energise a business and increase productivity levels. After all, it has been proven that employees who feel fully appreciated are much more productive than those who don't. So, how can those businesses trying to cut costs - but still wanting to benefit from a highly trained workforce - ensure they get the best possible return on investment via training?

If you would like one of our Business Development Consultants to visit you and discuss examples of how we have helped businesses like yours, please call WBS Group on 01235 227434.

Effective training results in improved profit margins and a happier and more engaged workforce, which ultimately helps a business to develop a real competitive edge.



After the excellent training from WBS Group - which skilfully combined theoretical and practical advice direct to the factory floor - we have now gained the confidence to plan a step-by-step implementation. Human Resources, Carl Zeiss Vision

**Our Range of Training:**

**Management Excellence Series** - aimed at both experienced and newly appointed managers at all levels

**Shop Floor Excellence Series** - aimed at managers, team leaders and operators

**Supply Chain Excellence Series** - aimed at any member of staff involved directly in any part of Supply Chain activities and/or any Business Performance Improvement initiative

WBS Group provides customised in-company training courses in topics related to management, manufacturing and supply chain. Our training directly reflects our experience working with manufacturing firms across the UK. The management consultancy division of WBS Group specialises in helping companies improve their business performance. Our customers are continually under pressure to drive down costs, reduce waste and improve quality at the same time.

We have found the optimum way of delivering the performance improvement projects that our customers need is through an aligned, motivated workforce.

**Linking Training to Business Goals**

Training must be set in a proper context such as a change programme or a continuous improvement programme which is directly linked to the company's overall business goals. It is also essential that employees attending training programmes understand how their participation impacts on overall business objectives both their own and those of the organisation. Understanding a clear link between the outcomes of the development and the needs of the organisation will give them clarity and focus, enabling them to achieve maximum results from training.

The responsibility for achieving this clarity lies in three places with the employees, their manager and the training provider. The employees need the opportunity to explore for themselves their own areas for development and to set personal goals for training. In turn, these should be openly supported by their line manager, who should also have the opportunity to reinforce the employee's strengths and to contribute to their plan of action to accomplish higher performance.

Before training starts we will work with you to understand your training strategy and your specific training requirements. We will work with you to understand the training needs of the people you want trained so that we can design a training programme which is both relevant and correctly pitched.

from £300 per delegate per day\*



## Management Excellence Series

1 day courses

Management Excellence  
Project Management  
Problem Solving  
Facilitation  
Empowerment & Coaching  
Teamwork Creating and Implementing successful teams  
Change Management & Understanding Change  
Motivation Training How to motivate yourself and others  
Adapting to Quality Management  
Value Stream Mapping for Offices  
1-2-1 Coaching of managers  
Bespoke courses on client specific topics

## Supply Chain Excellence Series

Supply Chain Excellence  
Tools and Techniques of Inventory Management  
Measuring the Supply Chain

## Shop Floor Excellence Series

1-2 day courses

Lean Manufacturing  
5S Work Place Management  
Total Productive Maintenance (TPM)  
SMED (quick changeover technique)  
Cellular Manufacturing & One Piece Flow for Work-teams  
Pull Production  
Using Kanban  
Poka-Yoke - Improving Product Quality by Preventing Defects  
Standardised Work  
Value Stream Mapping and Plotting Value in the Future State  
Kaizen  
Identifying Waste  
Autonomous Maintenance  
Understanding OEE% and the Six Losses  
Performance Management  
Implementing the Right Lean KPIs

\* 300 per delegate is based on 12 attendees including the follow-up.

## Training Case Study

Essilor were restructuring and expanding their Irish manufacturing plant. They introduced lean as part of the plant expansion with the aim of increasing production with new products and manufacturing techniques.

After an initial assessment of the plant we delivered a series of training courses to 60 members of staff from senior management to shop floor operatives. Training included Management Excellence, Facilitation, 5S and Problem Solving. Subsequently the client conducted a series of problem solving workshops and launched a 5S initiative.

Through the one-to-one coaching of one manager, staff and union relations were vastly improved and willingness to co-operate established.



## Training That Works

All our courses are customised to specific client needs and are held at your site. We involve as much of the shopfloor, offices etc in our training as possible so trainees can put into action what they are learning in realtime.

WBS training courses are designed as workshops. Highly interactive in style, the delegates are always kept involved through discussion and exercises.

Because it is often difficult to take a number of people out of their day job for any length of time, all our courses designed to be of 1 day's duration with the exception of some shop floor courses.

Our trainers are experienced consultants who bring real life experiences and situations into the training environment.

Our training courses are challenging and do not shy away from telling the delegates when what's in the text book simply does not work in real life.

We take a coaching approach during our training courses and challenge each delegate to commit to specific actions they will take immediately after the training when they are back in their day job.

We also offer 1 to 1 coaching or coaching of teams to draw out the full potential of people who are already high performers or if the management team is not working as well together as it should.

Training follow-up ensure trainees are applying what they learnt and have support for issues they have encountered.

## Our Other Services Supply Chain Solutions

- Manufacturing Optimisation
- Application of Lean Principles
- Lean Logistics Management
- Process Improvement Reviews
- Warehouse Layout & Design
- Production Planning Improvements
- Inventory Management
- Value Stream Mapping Services
- Manufacturing & Warehouse Simulation
- Warehouse Management Systems
- Logistics Outsourcing
- Total Productive Maintenance (TPM)

## Our Deliverables at a Glance

- Improved Customer Service
- Reduced Operating Costs
- Process Improvement Reviews
- Reduced Labour Costs
- Improved Process Flow Efficiencies
- Removal of Non-Value Added Processes
- Reduced Inventory Levels and Cost
- Improved Information Flows
- Improved Materials Flows
- Efficient Layouts of Facilities
- Reduced Internal Processing Leadtimes
- Knowledge Transfer to your People

## After the Training, the Follow-Up

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So how do you know how successful the training was?

At the end of each training session we ask for feedback from the delegates which we compile into a brief report. But more importantly, an integral part of any WBS training programme is the follow-up day, where trainer and delegates return for a day at an agreed point after the training. During the follow-up day the delegates will share their experiences of applying what they learned to their working environment. They will feed back to the group how successful they were in accomplishing the actions they committed to during the training. And of course the trainer is on hand to offer advice and support on issues arising since the training.

## What Our Clients Say

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“The programme included a significant amount of role play which enabled the participants to practice the techniques learnt and receive feedback on their performance in a classroom environment. The confidence during training has been witnessed in the workplace where many trainees have been actively utilising their new found skills and techniques. The trainer was absolutely brilliant. Feedback from delegates has been very positive with high ratings for enjoyable content and relevance to their objectives and current roles.” **Deluxe**

“WBS were motivated throughout to get good results They certainly helped us in our daily problem solving work and that has led to improvements in the results of the plant and in our working environment.” **Essilor**