

SYNCHRONISING WORKFLOW THROUGH TEAM COMMUNICATION

PM120L01

Course Content

Module 1—Review and Maintain Daily Department Lists

The course begins with key points on what the technician needs to know. The instructor will demonstrate the tools a production manager will use, as well as how to conduct review and release meeting with the technicians. Students will learn the importance of communication with all customers and departments using a computerised management system.

Module 2—Review Previous Day's Performance

The second module uses video and interactive activities to demonstrate conducting technician cycle time reviews and the reports needed for them. Students will participate in a game-show style activity that will engage them with quality control terms and the team reviews associated with them. The course concludes with learning the value of a work-in-process review and what to be aware of when communicating with the team.

Recommendations

Additional courses that may be helpful include:

- Matching the Repair to the Team (PM110V01)
- Problem Solving for Workflow Changes (PM125V01)
- Developing the Team and the Business (PM140V01)
- Workflow Essentials (PM115E01)

Course Highlights

Points: 0.50

Estimated Duration: 2 Hours

Format: Classroom & Virtual Classroom

Meets the I-CAR ProLevel 1 or 2 training requirements for the following roles:



PRODUCTION MANAGEMENT

After completing this course, you will be able to:

- Recognise the tools needed to conduct review and release meeting with the technicians
- Understand the value of using and updating a computer management system
- Identify the communication methods needed to properly share information with the team
- Know the principles of conducting cycle time, quality, and work-in-process reviews
- Implement awareness skills and identify roadblocks in production

