

Das Know-how.

Work- and Process Organisation

Seminars and Training Programs
For Effective Production Management

- REFA Basic Training in Work Organisation -

REFA – Germany's leading association in

Work Design

Industrial Organisation

Company Development

REFA Basic Training, part 1

Seminar Work System- and Process Design

Participants obtain the necessary know-how to design work systems and business processes. This knowledge is also essential to conduct tasks in planning and controlling within process-orientated work organisation of a company.

The objective of this course is to train the participant in practical methods applied within process-orientated work organisation to optimize the co-operation between man, business means, work piece and information. Elements of a process-orientated work organisation such as work systems, structure organisation, process organisation, business process organisation, quality management, etc. are included in individual training sections of the course.

Benefits

Participants acquire comprehensive training in methods of designing work systems and business processes and solid insight into business organisation. They are able to use methods of work study, business organisation and ergonomics as daily tools to foster process-orientated work organisation within their company.

The company benefits from well-trained staff able to participate in the organisation of value-creating business processes and to improve productivity by applying humane and efficient work design methods.

Duration of training

Normal seminar duration: 120 lessons.

Condensed seminar duration (for college/university graduates): 80 lessons.

Exam / Certificate

The course ends with a final test and successful participants receive the REFA Certificate Work System and Process Design.

Training contents of the REFA Basic Training, part 1

1st training unit

Work System – basics and processes

- The REFA work system
- Organisation of work processes
 - Key terms in organisation
 - Structure organisation
 - Process organisation
- Systematic approach
- Determination of process data and time data (analysis and synthesis)
 - Data types
 - Process types
 - Time types
 - Throughput- and process times
- Task analysis and task evaluation
 - Task division
 - Task analysis
 - ABC analysis

2nd training unit

Process Design

- Process structures and process presentations
 - Presentation of processes
 - Calculation of times
- Processes within an enterprise
 - Process organisation in an enterprise
 - Process analysis and process design - systematic way of proceeding
- Introduction to Quality Management
- Continuous Improvement Process
- Costing
 - Basic terms of cost accounting
 - Calculation
 - Cost comparison calculation
- Costing based on process costs

3rd training unit

Work System Design

- Labour protection and occupational safety
- Design of human-appropriate work
 - Concept for assessment of human-appropriate work
- Work load and stress
 - Human performance and its dispersion
 - Recording and assessment of stress
 - Consequences of stress
- Determination of admissible forces
- Work load due to work tasks and work organisation
- Viewpoints of work design (anthropometry, information techniques)
 - Body dimensions and body posture
 - Dimensions of the workplace
 - Indicators and control elements
- Work environment
 - Noise, vibration
 - Climate, lighting
 - Harmful substances
- Case study: computer work station

REFA Basic Training, part 1

- final test