



HARRIS ASSOCIATES

**Implementation Support for
Continuous Improvement**

**Introducing Team Leaders and Supervisors to
Continuous Improvement**

**A workshop for first level Supervisors,
Lead Hands and Team Leaders**

Introduces Supervisors to the concepts and tools of Continuous Improvement and to the Supervisor's role in ensuring its success.

This workshop sets the scene for the Supervisor's involvement in their work-group's improvement efforts and should be completed before the commencement of the work-group Education and Awareness training.

- **Introduction to the key concepts of Continuous Improvement and quality: definition, system, standard and measurement.**
- **A practical look at the main tools used: process analysis, the process model worksheet, measurement and charting.**
- **Brief discussion of the improvement approaches used: the five steps of eliminating non-conformance, the four stages of implementing prevention.**
- **The Facilitator's role and the work-group training sessions.**
- **The Supervisor's role in work-group improvement efforts.**

***To ensure that your Continuous Improvement Strategy benefits from
this important workshop,***

please contact Bill Harris, of HARRIS ASSOCIATES,

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