Operational excellence

Standardisation and Work Instructions

One day to write work standards that operators really use. Participants learn to observe a workstation, break a task into steps, key points and reasons, then write a visual work instruction and train an operator with it. The workshop produces the instruction for a real workstation at your site, with its routine of verification on the shop floor.

Duration : 1 day

Objectives

1. Explain the role of the standard: the basis of training, stability and improvement
2. Observe a workstation and break a task into steps, key points and reasons
3. Write a visual work instruction, short and understandable by all operators
4. Train an operator from the instruction and check that they apply it
5. Organise the updating of standards and their verification on the shop floor

Programme

Day 1 — morning

• Standard, procedure, work instruction: levels of documents and uses
• Content of a good standard: sequence, quality and safety key points, times, tooling
• Observing a workstation and breaking the task into steps
• Visual before text: photos, pictograms, good and bad parts

Day 1 — afternoon (workshop)

• Workshop: the work instruction of a real workstation at your site
• Training an operator with the instruction: show, have them do it, check
• Skills matrix and follow-up of trained operators
• Verifying standards on the shop floor, handling deviations and updates
• Knowledge test on writing and using standards

Teaching methods

• Observation and photos of a real workstation at your site
• Writing in sub-groups, then a trial of the instruction by a participant who does not know the workstation
• Examples of instructions in packaging, assembly and agri-food
• Work instruction template and skills matrix handed to the company
• Advice on bilingual instructions, readable by operators who read little

Assessment and documents

Knowledge test, end-of-course evaluation at D+1, numbered training certificate verifiable online and training report. The work instruction written in the workshop is handed to the company, ready to enter its approval process.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

Standards lock in the results of a workshop: see « SMED: Changeover Time Reduction » and « Kaizen: Leading a Rapid Improvement Workshop ». For supervisors who run teams day to day, see « Short-Interval Management and Routines ».

Practical information

Duration	1 day
Audience	Production supervisors, methods, quality, team leaders, in-house trainers
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Must our instructions go through the quality department?
They must enter your document control system, with an author, a reviewer and an approver. The course shows how to keep instructions visual and simple while respecting those rules.

How do we write for operators who read little?
By favouring photos, pictograms and examples of good and bad parts, with very short sentences. The instruction can be bilingual Arabic and French; it is tried with an operator before being displayed.

How many workstations can we handle in one day?
The workshop treats one workstation in detail. Participants leave with the method and the template to write the other instructions afterwards, at their own pace.