

## Why invest in supervisory training

*The task of supervising operations is demanding but also very gratifying for the person responsible. Knowing that he possesses the knowledge and the tools at hand, the supervisor will feel more confident. The end result has to be increased productivity.*

## Confidentiality and professional ethics

Out of concern for confidentiality and professional ethics, the names of firms where we have realized projects will not be cited in this chronicle.



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## Golf tournament – 2002 edition

For the seventh consecutive year, Auger Groupe Conseil is organizing a golf tournament, with the proceeds going to the « Fondation Rêves d'Enfants », which will be held at the Du Moulin golf club on September 13<sup>th</sup>. If you have participated in this event as player or as donor, we ask you to contact us. Over the last seven years this tournament has permitted us to raise 26 456 \$, permitting five children to realize their dreams.

## Supervisory training

In 1998, a firm in the sportswear field asked for our intervention to help them react to a constant increase in business as well as different products being offered. Among the measures to be undertaken, the production supervisory personnel had to improve and standardize their planning methods as well as the way they follow production.

We started with group training thus permitting the team to become aware of the type of management philosophy desired. Also, we had to revise the management tools for each department linked to supervision. All supervisors were then trained and individually followed in their department concerning the application of ideas and management tools.

Following the realization of this project, management noticed improved supervisor awareness concerning their role as well as greater uniformity of supervision. In certain cases we were also able to see decreased delay time and better productivity.

This project permitted faster training of new supervisors, thus permitting the firm to adapt more easily to continuous changes in the market place.

## Supervisory training

Following the major reorganization of the maintenance department in a large Quebec firm, we undertook a project of supervisory training.

This project had as goal to standardize the way we trained supervisors, because several new supervisors were named during the reorganization. Among them some were supervising for the first time.

This project was spread over several months as per the following phases:

- diagnosis concerning supervision;
- choice and adaptation of training modules to comply with needs identified during the diagnosis;
- training of a coordinating committee to follow the training project and to make the necessary changes needed;
- theoretical training of the group;
- individual practical training to apply the ideas acquired;
- establishment of global action plans and by supervisor to ensure the follow-up of actions to be corrected.

During training, there was strong resistance to change. It was therefore necessary, with the help of the coordinating committee, to take action in order to reach the objectives fixed at the onset, as well as respecting the initial budget.

The firm now respects the actions established and will soon be in a position to reach the objectives fixed initially. It has expressed great satisfaction with the results obtained and our facility for adapting to their firm.