



The Modern Production Supervisor

The core skills required to be an effective Rail Team Leader

Do you want your Team Leaders to effectively use all the available systems, processes, and resources to achieve the required results?

We often talk of leadership and management. Leadership being about inspiring others to perform at their optimum ability, with management best described as being able to effectively use all the available systems, processes, and resources to achieve the required results.

Typically, we spend a reasonable amount of time training and developing people's leadership skills and abilities, often termed 'soft skills'. We could always do more, but reasonable. Technical capability, being regulated in our safety critical world is well covered from a development perspective.

But we are not so great at teaching our Junior Leaders, that vital grade, how to manage the depot or department. We leave that to learning through example, which will always lead to degradation of capability over time. We used to teach this; in the good old British Rail days we did, in fact some people reading this article will recall the NEBSS courses that were run, a very well received course.

Who should attend

Team Leaders

Prospective Team Leaders

Duration

5 days, provided at your location

Includes examination and directed work-based assessment

Key learning points

The legal responsibilities of a Production Supervisor

The regulations tree and how it applies to the TL

Brief history of rail

The business of Rail, and the future

Quality control – the TL role

Planning and scheduling work effectively

Succession planning and competence management

Simplified Technical English

Management of depot standards

Human performance limitations

Modern Engineering Systems

Your organisation, outstations, network

Modular breakdown

◆ Brief history of rail

A very brief introduction to give the delegate an understanding of the history and how that has a bearing (and limitations) on the present and future. We look rail as a business including GBR and the future of the rail business under Passenger Service Contracts.

◆ The TL, your organisation, and wider rail business

Another short module to introduce the wider organisation that the delegate works in. We look at outstations, through different roles such as TRI, Planners and Maintenance Controller. The role of operations and the TSM duties. We look wider than the business into Network Rail, a little how that is structured and how performance penalties are collected and managed.

◆ Regulations and TL responsibilities

The Team Leader role is a critical role in the safety critical nature of the rail business; and a role often taken slightly for granted by those performing it. This module teaches the delegate about the legal responsibilities and the framework they work inside. We span from Acts of Parliament right through to company procedures; looking at the role of the ORR.

◆ Modern engineering systems

The modern team leader needs to be able to confidently manage the engineering systems of today and the future. Here we look at asset management, telemetry and fault finding off digital information.

◆ Safety and maintenance programmes

Essentially two topics that are always in the background of the TL's day-to-day duties. A big topic that touches on Safety culture, reporting, risk assessments, investigations, NIR, Star charts, the VMP and how VMI are generated. We centre on the TL role in supporting the business culture in these topics.

◆ Production supervision

The biggest module on the course that takes the delegate through all the key aspects of their daily life. Everything from morning briefings, through quality control, staff motivation, and reporting on performance. We look at the modern production control and the reason delivering trains back to STS is so vital to success. Half the module is devoted to planning and scheduling work, assigning work, using the method study in practice. The second half considers the daily management tasks of the TL – such as: Staff motivation, risk assessments, operational communications, perils of the 02:00 email, report writing, reporting performance and controlling the quality of maintenance.

◆ Managing the human resource

This final short module discusses all the 'hard-skill' aspects of managing people. Not leadership skills, this majors on succession planning, investigating performance issues, competence management etc.



Assured quality

We have a proven track-record of reducing maintenance costs, through optimising efficiencies.

Our expert team have built this workshop-styled training course through a combination of their significant thought leadership and experience layered with known client situations, bringing a powerful mix of vital real-life examples together with sound theory to all the sessions.

This course is professionally designed and delivered for professionals and carries the added weight of external assurance from our industry leading body, EAL.

It counts as 35 hours towards you I. Eng. CPD

