



...organizing work design  
...optimizing work processes  
...streamlining industrial organization

present by Countess Maria-Theresia v. Waldburg-Zeil



Training for Added Value - REFA in Egypt

OFFICIAL PARTNER OF  
**REFA**  
Group  
Das Know-how.

## About GVTI



GVTI competences include training and relaying of know-how and management techniques based on REFA methodology, as well as the application of the well-known ISO standards 9001, 14001, 22000, and OHSAS 18001, etc.

**Vocational Training** and teaching of **REFA methodology** for process optimization within industries or organizations is at the heart of our work. The purpose of the **REFA association is increasing competitiveness by specific internationally recognised qualifications.**



# REFA



The **REFA Association** is considered to be Germany's leading organization in work design, industrial organisation and company development.

*„Work design means creating a process oriented, optimized cooperation of work force, resources, and equipment, taking into account human capacity and demands. “*

*„Industrial organization according to REFA includes planning, devising and steering of work systems including the necessary data capture, with the aim of creating a competitive and humane work process. “*

Since its foundation in 1924 in Berlin the association has transferred know-how and knowledge as standardized vocational trainings. With its continuously developing core competences REFA contributes to optimizing the competitiveness of the economy as well as the working conditions of workers and employees.

Trainers/Teachers need to complete a special training program. The further education offer includes seminars and complete training programs for skilled personnel and management staff.

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# REFA Methodology



The REFA Methodology includes the traditional core knowledge of REFA which is continuously updated **since 1924**. The core methods focus on optimizing work processes as well as on the determination and evaluation of operational data.

REFA Methodology provides tools to enable a systematic and holistic evaluation of the work process. Thus the entire value added chain of an organization can be analyzed and optimized.

Particularly relevant to the REFA Methodology is its neutrality. Before a method is up-dated and published, the content is checked by the Confederation of German Employers' Associations (BDA) and the German Confederation of Trade Unions (DGB).

# The Core Competencies

## Education and Vocational Training



- The two core competences, further education/training and vocational training, deal with all issues of the value added chain of a company. They cover many areas of business organisation in industry, administration and health management.
- REFA trainings are designed, systemized and continuously developed in cooperation with practitioners as well as representatives of science and tariff parties.
- Trainers need to complete a special training programme.
- With REFA International, the REFA Association also offers further education and consulting worldwide. Activities “without borders” are carried out through certified local partners or directly from the REFA base in Germany.

# **REFA - 21 days standard vocational training in work organization**



## **21 day standard vocational training in work organization...!!!**

- ... provides the necessary know-how for your workforce, middle management and higher administration. Apart from the classical methods in work design and data determination the training also includes process design, process cost calculation, CIP (continuous improvement process) and quality management.
- ... your whole organization will acquire comprehensive, methodological knowledge and the necessary practical skills to design or improve work systems and processes.
- ... your skilled staff will also be trained to apply the right methods to obtain data and to work with existing data for the evaluation and optimisation of work processes.



**REFA Basic Training in Work Organisation**  
(REFA Grundausbildung Arbeitsorganisation)



Course "Work System and Process Design" (Arbeitssystem- und Prozessgestaltung)	
Modul-Name	Lessons (1 lesson = 45 minutes)
The REFA work system	4
Organisation of work processes	4
Systematic approach	4
Determination of process data and time data	14
Task analysis and task evaluation	6
Process structures and process presentations	6
Processes within an enterprise	6
Introduction to quality management	4
Continuous Improvement Process	4
Costing	12
Costing based on process costs	4
Design of human-appropriate work	2
Workload and stress	4
Determination of admissible forces	4
Workload due to work task and work organization	4
Viewpoints of work design – anthropometry, information technique	6
Work environment – noise, vibration, climate, lighting, harmful substances	4
Final exam	4
<b>Total: 96</b> (12 days)	

Course "Process Data Management" (Prozessdatenmanagement)	
Modul-Name	Lessons (1 lesson = 45 minutes)
Introduction to process data management	4
Determination of time data	6
Performance rating	6
Time study and evaluation	12
Allowance time study	6
Recovery time	2
Group work - time data	2
Multiple position work - time data	2
Activity sampling	8
Comparing and estimating	4
Interviewing and self-registration	2
Predetermined time systems	4
Standard times	6
Production data recording	2
Process evaluation and key numbers	4
Flexible working- and business times	2
Determination of job requirements	6
Flexible remuneration systems	8
Group work and team work	4
Work pedagogic and qualification	4
Material flow and simulation	8
Final exam	4
<b>Total: 106</b> (13 days)	

At the end of the course the participants do a examination and receive the REFA certificate "Arbeitssystem- und Prozessgestaltung" when passing.

At the end of the course the participants do a examination and receive the REFA certificate "Prozessdatenmanagement" when passing.

After the successful completion of both courses, the participants are awarded the REFA Basic Degree in Work Organisation.

# REFA Basics of Work Organization

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# The REFA Training Methode



**The courses are held by certified REFA trainers who are experienced in the work processes of companies.**

**The training consists of lessons, group work and case studies. It includes practical examples from different sectors of industry as well as practice-related training to make the participants capable of applying the methods.**

**Benefits** - Participants of REFA Standard Training in Work Organisation can:

- *analyze and design working conditions from an ergonomic and economic aspect*
- *analyze business processes*
- *design efficient process-orientated work organisation*
- *apply methods of process optimisation*
- *actively participate in the improvement of business processes*
- *determine data for planning, control and cost calculation*
- *conduct cost calculations*
- *participate in the design of remuneration systems*



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# Training Process

**REFA Training in Work Organisation consists of the following courses:**

**Part I** *Work System- and Process Design REFA Certificate*

**Part II** *Process Data Management REFA Certificate*

**Part I + Part II**

*REFA Training Degree in Work Organization*

## Certificate

At the end of each course the participants sit exams and receive the respective REFA certificate when passing. After the successful completion of both courses, the participants are awarded the

**REFA Degree in Work Organization**



# Special 10 day course for Egypt (1)



## The Special Short Edition “Methods of Work Design and Data Determination”

### Your know-how basis in Industrial Engineering

#### YOUR BENEFIT - COMPETENCE

In probably every branch of economic activity the term “process” - understood as operational sequence or procedure - belongs to those keywords which are always linked to challenges. The seminar “Methods of Work Design and Data Determination” provides you with the necessary knowledge

- *how and with which tools processes can be analyzed and based on the results of these analyses*
- *how you can professionally design even comprehensive processes.*

Processes are generally very complex and it takes numerous process data in order to develop and to permanently optimise them. The seminar “Methods of Work Design and Data Determination” provides you with the necessary practical support and tools:

- *to characterize and to determine the manifold data*
- *to apply the data within the scope of process developments and - optimizations in a targeted and tailor-made manner.*
- *Special emphasis is placed on getting-to-know selected tools and in particular their use in practical day-to-day application.*

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## Special 10 day course for Egypt (2)

### The Special Short Edition "Methods of Work Design and Data Determination"

n°	Module name	Lessons (1 lesson = 45 minutes)
1	REFA Work System - Performance Unit and Process Element	4
2	Principles of Work Design	8
3	Task and Process - Structuring and Design	3
4	Work Data Management - Process and Time Types	16
5	Performance Rating	4
6	REFA Time Study - Execution and Evaluation	18
7	Setup Time - Determination and Optimization	3
8	Determination of Standard Data Elements	6
9	Contingency Allowance Determination	4
10	Activity Sampling	6
11	Utilization of Work Data for Cost Calculation	8
Total lessons		80

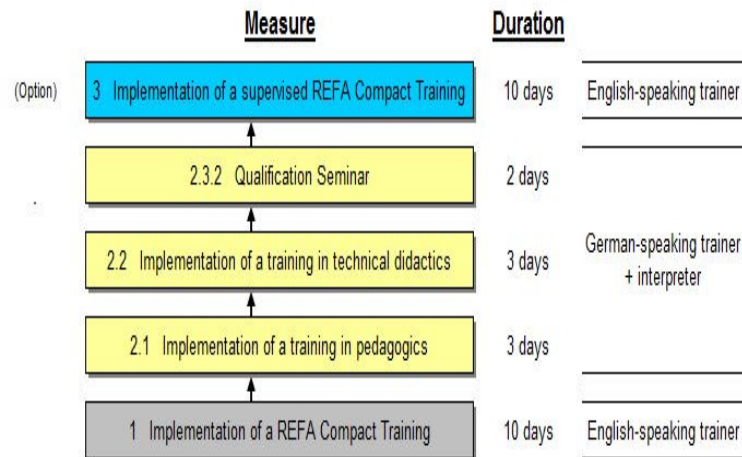
#### Target Groups

- qualified skilled and executive staff, specialists and managers
- master craftsmen and industrial foremen
- technicians
- work councils
- staff from assembly, production planning and control as well as CIP team leaders and -moderators.

## Further step (3)

## REFA Train-the-Trainers based on the Compact Seminar

### REFA Train-the-Trainers Programme for Egypt



#### 1 REFA Compact Training

Duration: 80 seminar lessons = 10 days full-time training

#### 2 Implementation of a REFA Train-the-Trainers Programme

#### 3 Implementation of a training measure in pedagogics

Duration: 3 days

#### 2.2 Implementation of a training measure in technical didactics

Duration: 3 days

#### 2.3 Qualification as REFA Trainer

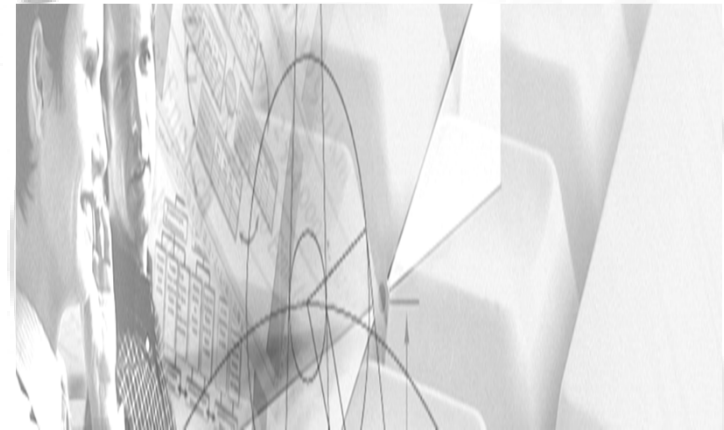
#### 2.3.1 Qualification Work

# Key Factors of Success

The determining factors of success:

- Top notch innovative technology
  - Functioning corporate structures
  - Qualified and well trained staff
- Work force, middle management, administration

Optimally designed work systems, process orientated work organization, as well as the handling of production data, are fundamental for a company to remain competitive.





# شكرا

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