

German know-how.

REFA

REFA - tradition with perspective



An encyclopaedia writes:



„The REFA Association is considered Germany's oldest and most significant organisation for work design, industrial organisation and company development as well as for vocational further training“.

We say:

- we agree - and
- we ensure that it stays that way.

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Our origin and orientation



REFA product portfolio



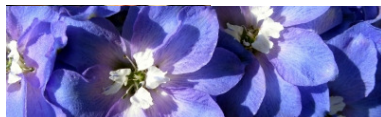
REFA services



Facts and figures



Our way and our perspective



Your local REFA partner

Our origin and orientation



More than 80 years ago

Methods and neutrality

Structure of our association

Contacts



REFA started over 90 years ago



30. Sept. **1924**

How our core competences have developed since our foundation

- Determination of working time (1936)
- Work studies (1977)
- Work studies and industrial organisation (1995)
- Work design, industrial organisation and company development (since 1995), including process orientation (since 2000)



Tradition: methods and neutrality

The proven REFA methods



REFA's consequent neutrality

Noteworthy – REFA methods are agreed on by both our partners

- the German Federation of Trade Unions („DGB“)
- the Confederation of German Employers' Associations („BDA“)



Structure of our association

general members meeting
(highest decision-making body)

supervisory board
(supervising the executive management
of the REFA Federal Association)

federal association
(umbrella organisation)

10 regional associations
(member associations)

**85 district and local
associations**

supported by about 12.000 members

REFA product portfolio



Further education

Consulting and coaching

International



REFA product portfolio - overview

REFA – customer segments

- companies, institutions and organisations (of every size and from all branches)
- individuals
- administration
- service providers

REFA - core competences

work design, industrial organisation and company development

REFA – basic training / products

- basic training in work organisation
- technical training in process organisation

REFA – advanced training / products

(depending on branch and market demand)

- job-related further education measures
- compact courses
- consulting + coaching
- training and consulting worldwide



Basic products in further education

► Seminars and training programmes offered by every REFA branch



Basic training in work organisation

- a true foundation and base for numerous REFA training programmes
- 2 parts, as full-time training or in tandem with work
- special versions: week-end courses and seminars for college- and university graduates



Technical training in process organisation

- THE Know-how in production- and order management
- all-in-all 7 seminars
- special versions: week-end courses and seminars for college- and university graduates



REFA-International*

► Further education worldwide



REFA focuses on core competences and partners

- central topics are work design, industrial organisation and company development
- international measures take place through local partners or directly from our base in Germany.

Benefits for local and global customers

- internationally tested methods
- comprehensively backed-up application
- worldwide use of an identical methodical language

*belongs to the REFA
Federal Association

Facts and figures





Who is behind REFA?

Principle ► the REFA team works mainly in an honorary capacity

For you, publicly and behind the scenes, there are

- approx. 12.000 registered members
- over 1.500 trainers
- over 1.000 volunteers on an honorary basis
- approx. 100 employees
- 85 regional, district and local branch associations
- 11 members in the board of directors from the federal and regional associations
- 1 supervisory board
- 1 general members meeting



Key figures for seminar activity

So far ► all-in-all over 1 million seminar participants

The REFA offer covers

- over 50 seminar topics
- over 10 conferences
- over 15 training programmes

This means per year

- over 30.000 participants
- over 1.000 seminars (or 3.000 seminar days)
- over 800 training qualifications

Our way and our perspectives



The 7 guiding principles

Product policy

Market presence



The 7 REFA guiding principles

1. Our services match our customers' needs: they are comprehensive and to the point.
2. Our trainers are selected and practice oriented professionals.
3. We count on transparency and communicate accordingly.
4. For us, working the market means setting-up and cultivating relations: with customers and generally with science, industry and social partners.
5. Our customers can rely on a balanced price-performance ratio.
6. We want to continue to be one of the leading market providers in the field.
7. Our main goal is to fulfill the quality expectations of our customers and partners.



Our product policy



Further education

- to annually question topics, contents and form of our seminars and to adjust or complement them accordingly.
- to constantly check and improve our trainers' qualifications and performance.



REFA-International (Federal Association)

- to worldwide offer further education and coaching - from our base in Germany or through our local partners.
- to cultivate and expand our international partnerships.

Your local REFA partner



Locations REFA Federal Association (FA)



Headquarters in Darmstadt

- board of directors
- product management
- training/seminar facilities



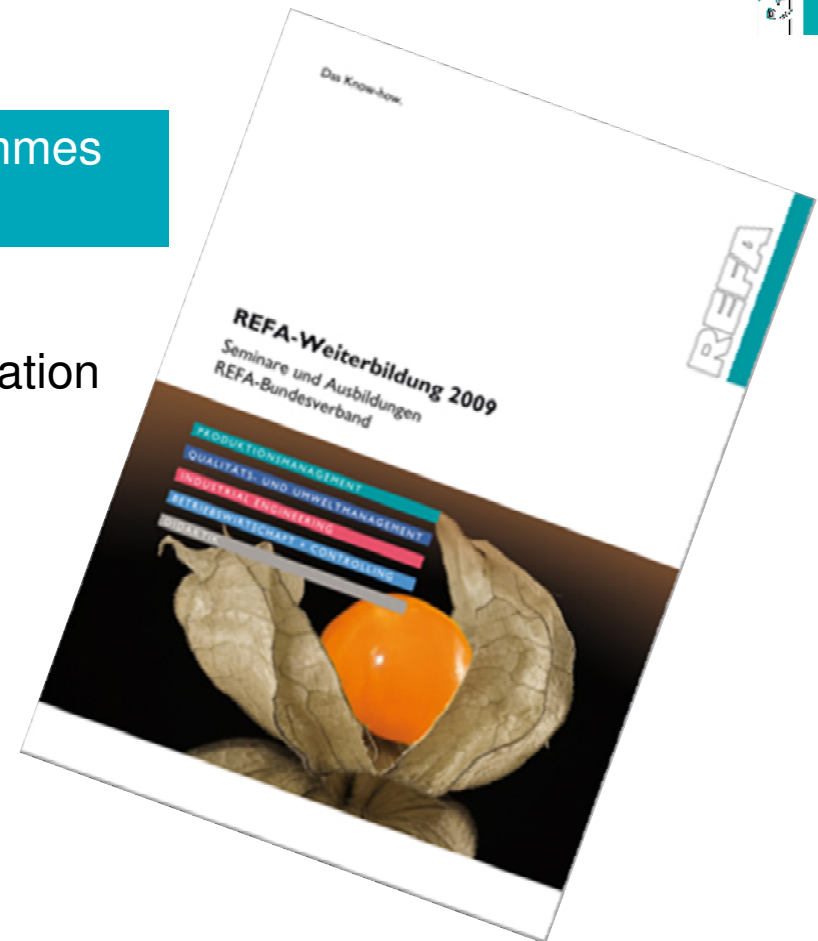
Business School Dortmund

- product management
- training/seminar facilities
- conference center

REFA training offer

Over 50 seminars and over 15 training programmes for skilled workers and management

- REFA Basic Training in Work Organisation
- REFA Technical Training in Process Organisation
- Quality- and Environmental Management
- Organisation Development
- REFA Technician
- Supply Chain Management
- Logistics
- Industrial Engineering
- Controlling
- Production Controlling
- Adult Education



working week seminars

week-end seminars

summer academy

Business games with REFA

business simulation pure, keeping an overview while in the thick of things

- over 10 business games at choice
- experience and learn while at play
- enhance team skills

Focus of the games

- controlling and general management
- company management
- logistics and materials management
- for service and administration
- hot topics

for the first time also with a business game for the manufacturing industry



Das Know-how.

REFA

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