

Supervisor Role Description

Managing Day-to-Day

Core Work: Orchestrate the work of people flowing material and information through the shop on a daily basis

Accountable for:

- "Ownership" of my area
- EHS
 - Attend daily/weekly EHS meetings
 - Ensuring the safety of those around you
 - Complying with all rules and procedures
 - Maintaining the orderliness and cleanliness of the work area and equipment
- Frontline HR
 - Interacting with people in a way that they choose to give their discretionary effort and choose to stay with us if given the choice
 - Staffing and Selection
 - Performance management
 - * Establishing performance standards/expectations
 - * Feedback
 - * Coaching
 - * Development
 - * Merit planning
 - * Administering consequences
 - * Managing training
 - Administering people-based policies, i.e. time & attendance, labor reporting
- Quality (meets specification)
 - Ensuring specifications (spec), documented processes and standard work are followed
 - Recording data on Quality Control Process Charts (QCPC)
 - Documenting variations to standard work
 - Ensuring that variations in specs. and documents are communicated to the technical support community prior to the next occurrence
 - Meeting the requirements of people upstream and downstream in the flow
 - Protecting customer assets
 - Maintaining and improving customer relations
- Work
 - Getting work done in the most energy efficient and effective way
 - Reconciling customer's Level 1 schedule with internal Level 2 and 3 schedules
 - Delivering to takt time within the area
 - Staffing to balance cycle times with takt time
 - Deliver on budget and to schedule
 - Ensuring all paperwork is completed
 - Cross-training employees to ensure material flow
 - Providing more specification to work scopes received
 - Teaming with others to accomplish tasks
- Providing guidance around day-to-day problems such as, ehs, quality and production
 - Solving problems before they happen
 - Identifying the problem
 - Framing the issue, raising the issue, ensuring plan for resolving

- Scoping possible solutions
- Implementing solution within pre-defined parameters such as \$ and impact
- Establish performance goals and rate of improvement
- Cost
 - Working to the agreed level 2 and 3 schedule
 - Participating in year-to-year process improvements for reducing cycle-times in accordance with business and market needs
 - "Selling" workscope to customer (fair and reasonable)
- Total Predictive Maintenance
 - Implementation of operator-performed maintenance tasks

Responsive to:

- Product spec, drawings, bill of materials, routings, manufacturing spec, engineering requirements, quality system processes, Engineering Standard Work
- Technical leadership from the support team
- Business goals and metrics
- Business policies and directives (i.e., ethics & diversity)
- Personal improvement plans
- Team feedback
- TPM plans and schedules
- Customer requests
- Contracts

Creative around:

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|-----------------------------------|-------------------------------------|
| • Problem solving | • Upgrading skills and capabilities |
| • Improving ehs | • Training others |
| • Flow improvements & the process | • Creating community and team |
| • Customer negotiations | |

Role Description
Improving Day-to-Day

Core Work: Putting in place the infrastructure required to sustain and improve daily material flow

Accountable for:

- Holding "technical forums" with technicians to address production issues
- Ensuring the integrity of all documents which control material flow
- Making technical "calls" for resolving variations between the work-reality and the documents and revising/"red-lining" documents as required
 - Drawings, BOM, routings, mfg. Spec, engineering rqmts, quality system rqmts.
- Document triage when variations arise with feedback to technicians before the next occurrence arrives
- EHS policy deployment/training with recipient sign-off upon completion