

BSI Supply Chain Services and Solutions Training: Supplier Training to Reduce Excessive Work Hours

Organizations with global supply chains spanning multiple countries have to manage different standards of what constitutes as proper and legal working hours, and are often faced with findings of excessive working hours along their supply chain. Because the responsibility of hours mitigation lies with the suppliers themselves, BSI has developed a training curriculum specifically for these suppliers that engages them in exercises to drive long-term workplace improvement, particularly in reducing excessive work hours with their employees.

BSI's innovative training workshops are designed to guide participants through the diagnosis of root causes, and how to establish sound organizational practices to manage working hours. Participants develop the thinking skills through interactive exercises, and are provided technical guidance on basic industrial engineering and management system principles to enable students to ask targeted questions that draw peers into the problem-solving process. The workshop is also designed to guide suppliers through the development of their Improvement Plan, which they will use as the starting point to establishing stronger practices upon completion of the workshop. In addition, the approach can be delivered as a stand-alone workshop, or as an improvement project for a single or multiple suppliers. It is a highly engaging and thoughtful approach to addressing deeply-seated, complex workplace issues.



This Supplier Training is focused on:

- Reducing the frequency and severity of excessive working hours associated with core operations
- Enabling the development of supplier skills related to identifying causes of excessive working hours, management systems, and development/execution of solutions
- Supporting the organization's established Code of Conduct requirements, improving audit and corrective action results, and reducing the time and costs of addressing corrective actions related to working hours issues
- Enabling greater supplier ownership of risk management, issue resolution, and continuous improvement with regards to working hours
- Enabling participants to be effective change agents within their organizations to support continuous improvement and improved dialogue between management and their employees

The BSI facilitator leads a series of interactive exercises designed to provoke creativity and critical thinking, solicit ideas from participants, and focus efforts around effective techniques to drive continuous improvement of managing working hours within participating worksites. Participants can range from less experienced to more seasoned CSR practitioners.

The exercises and areas of focus include:

- **Introduction to Concepts:** The trainer will provide high-level background on CSR programs and trends, the organization's current Code of Conduct requirements, the drivers and business case for responsible workplace practices, challenges and risks related to working hours issues, and an introduction to a framework to support problem solving and issue resolution.
- **Root Cause Analysis:** The trainer will describe common inputs that contribute to inefficiencies, constraints, defects, or delays that result in excessive working hours and participants will compete to generate the deepest and most creative root causes for various groups of findings, which feeds a group dialogue focused on reinforcing and applying these concepts.
- **Developing Effective Questions:** Participants create sets of questions for each management systems category, and then role play to simulate how participants will engage peers in the problem solving and solution development process. The purpose of the exercise is to develop skills to draw others into the uncovering of 2-n level causes to issues, and what practices will close those gaps
- **Systems Framework Development:** The facilitator introduces a basic systems framework to provide participants with a simple yet flexible way to structure the improvement process, and to direct focus towards establishing permanent systematic practices
- **Improvement Plan Development:** Participants are tasked with populating the Improvement Plan to define tasks, milestones & roles/responsibilities related to development, launch, and adoption of new practices in order to design an effective management system related to the the management of working hours.

For more information about the course elements, length and pricing, please contact directly using the information below.



Supply Chain Services and Solutions

To learn more about how BSI's training programs can help you increase awareness and develop a deeper understanding of supply chain risks contact us at supplychain@bsigroup.com or visit our website at www.bsi-supplychain.com.

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