

## **TWI:2018 Training Management System International Standard**

In this era of a tight labor market, significant skills gap, and unprecedented number of skilled and knowledgeable workers retiring, training has become more important than ever. Training practices and management of the training function are an essential, yet often missing element of Quality Management Systems (QMS). Through working with organizations of all sizes, the TWI Institute has successfully employed Training Within Industry programs including Job Instruction, Job Relations, Job Methods, and Job Safety to fill this gap. Results have included improved performance on KPIs across the board and a decrease in employee turnover. Dedicated to helping organizations achieve operational excellence through cultural transformation and employee engagement, the TWI Institute responded to the pressing need, leading to the development of the TWI:2018 Training Management System International Standard.

### **About TWI:2018**

TWI:2018 is embedded in and supplements a company's Quality Management System. Following the pattern of ISO9001:2015, it is easily integrated, yet it is also well-suited as a stand-alone Training Management System (TMS). The standard identifies, explains, and standardizes some of the best-known practices for ensuring that supervisor to worker relationships are strong and true, processes have standard work, and training is performed in the most cost efficient, effective and safe manner.

TWI:2018 sets the criteria for an organization to integrate TWI practices into their QMS and, when implemented properly, is the standard that can be certified. It can be used by any organization, large or small, regardless of its field of activity; it is equally as effective in manufacturing, healthcare and service.

This standard is based on several quality management principles including a strong customer focus, the motivation and actions of top management, the processes in place, and evidence of continual improvement. TWI:2018 provides guidance and tools to ensure that customers get consistent, good quality, products and services, which in turn brings many organizational benefits and a significant return on investment.



## Certification and Compliance to TWI:2018

Assuring that the “people” systems are effective is a vital part of TWI:2018. It is recommended that an organization perform internal audits to check how its QMS is working and that the TWI initiatives are integral component. An organization may decide to invite the TWI Institute certification body to verify it is compliant to the standard and issue the certification. Alternatively, it might self-certify compliance to TWI:2018 or even invite its clients to audit the system. The certification process ensures that all elements of a successful Training Management System implementation have been met, integrating the required practices into the culture and QMS of the company.

## The TWI Institute Certification Body

At the TWI Institute, we developed the TWI:2018 Training Management System International Standard and are responsible for its stewardship and revisions. We provide guidance on how to comply with the standard and perform certification audits.



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