

2

English communication

Soft Skill Text for
Japan-India Institute for Manufacturing

July 31 2017

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As entrusted by the Ministry of Economy, Trade and Industry of Japan [METI], this material was planned and produced by the Association for Overseas Technical Cooperation and Sustainable Partnerships [AOTS], formerly known as the Overseas Human Resources and Industry Development Association [HIDA].

Supervised by David A. Thayne, and Noboru Matsuoka

Photos by Maruti Suzuki, Daikin, Toyota, PIXTA, and AC Works

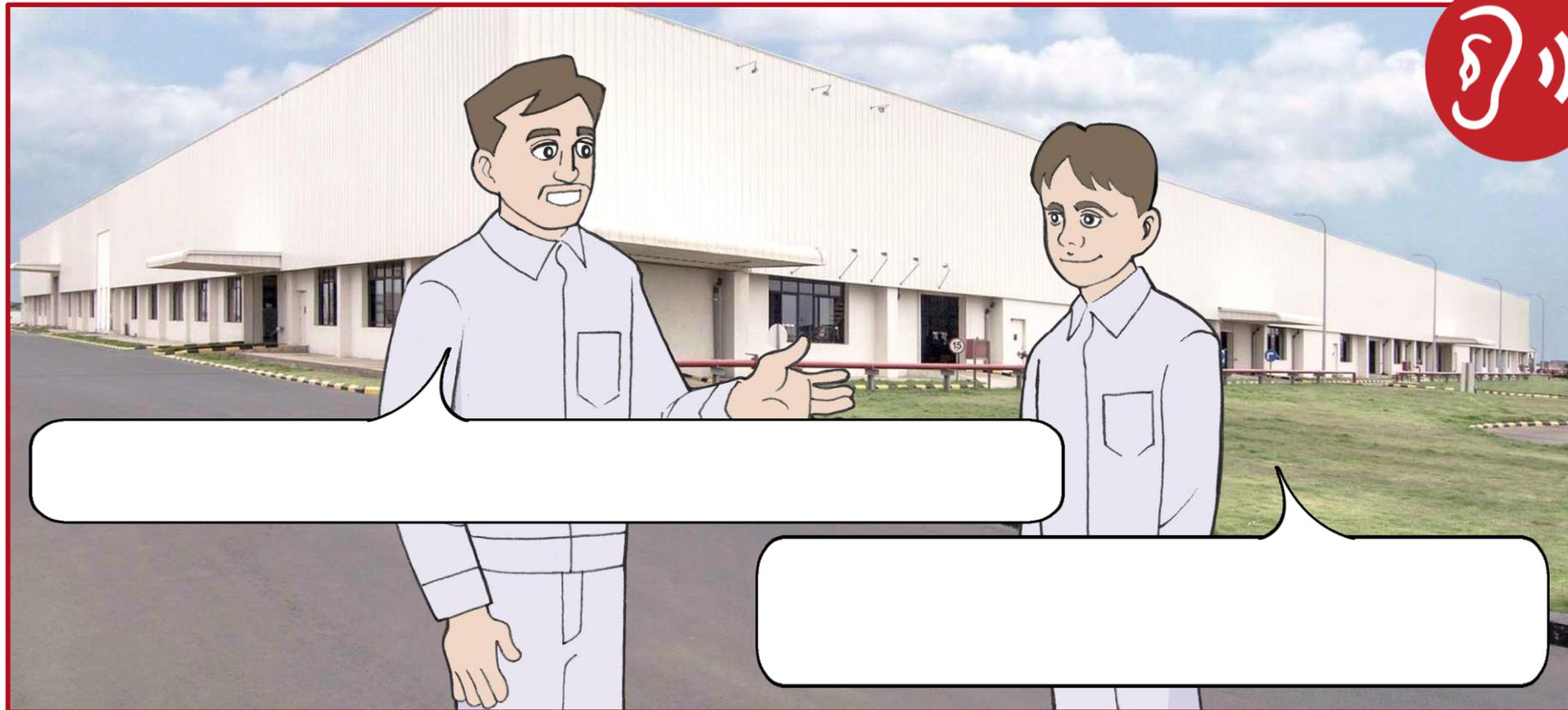
Illustrations by Akihito Izumi and AC Works

Introducing yourself

Text No. 2-1-1

Soft Skill Text for
Japan-India Institute for Manufacturing

Name and age



Name and age



A: Could you please introduce yourself?

B: Yes, my name is Sandeep.
I'm eighteen years old.

Name and age



I'm .

Please call me .

How old are you?

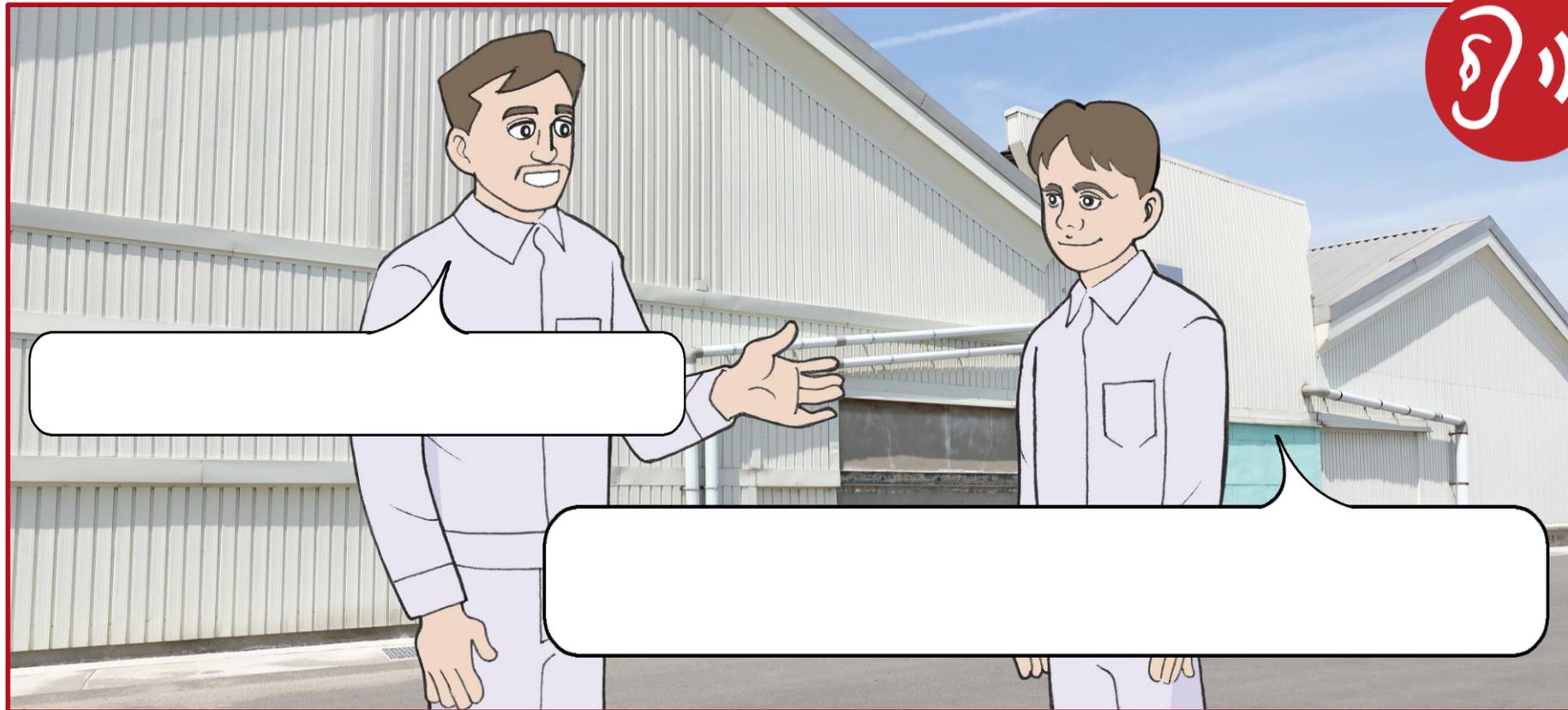
I'm **years old.**

Name and age

My birthday is on 9th.



Hometown and family



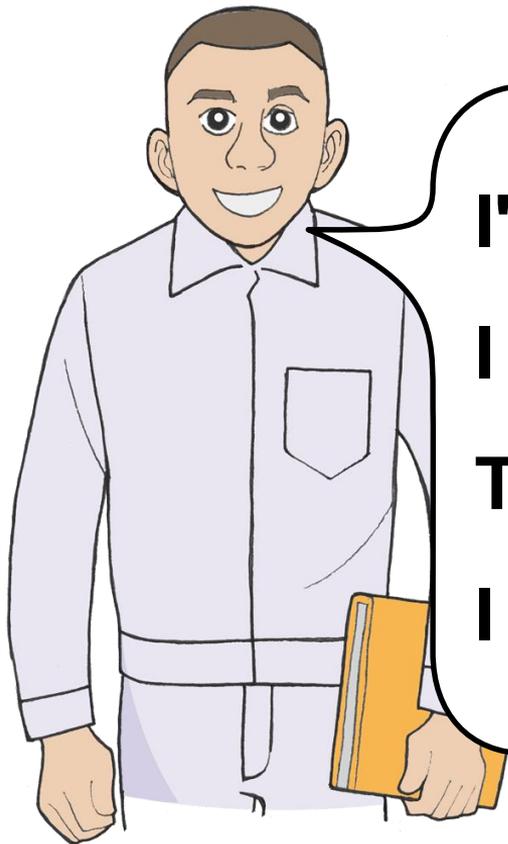
Hometown and family



A: Where are you from?

B: I'm from Bengal, so I speak Bengali.
I can speak a little Hindi and English.

Hometown and family



I'm from .

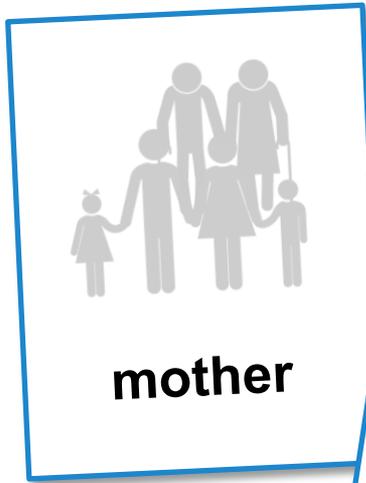
I was born in .

There are people in my family.

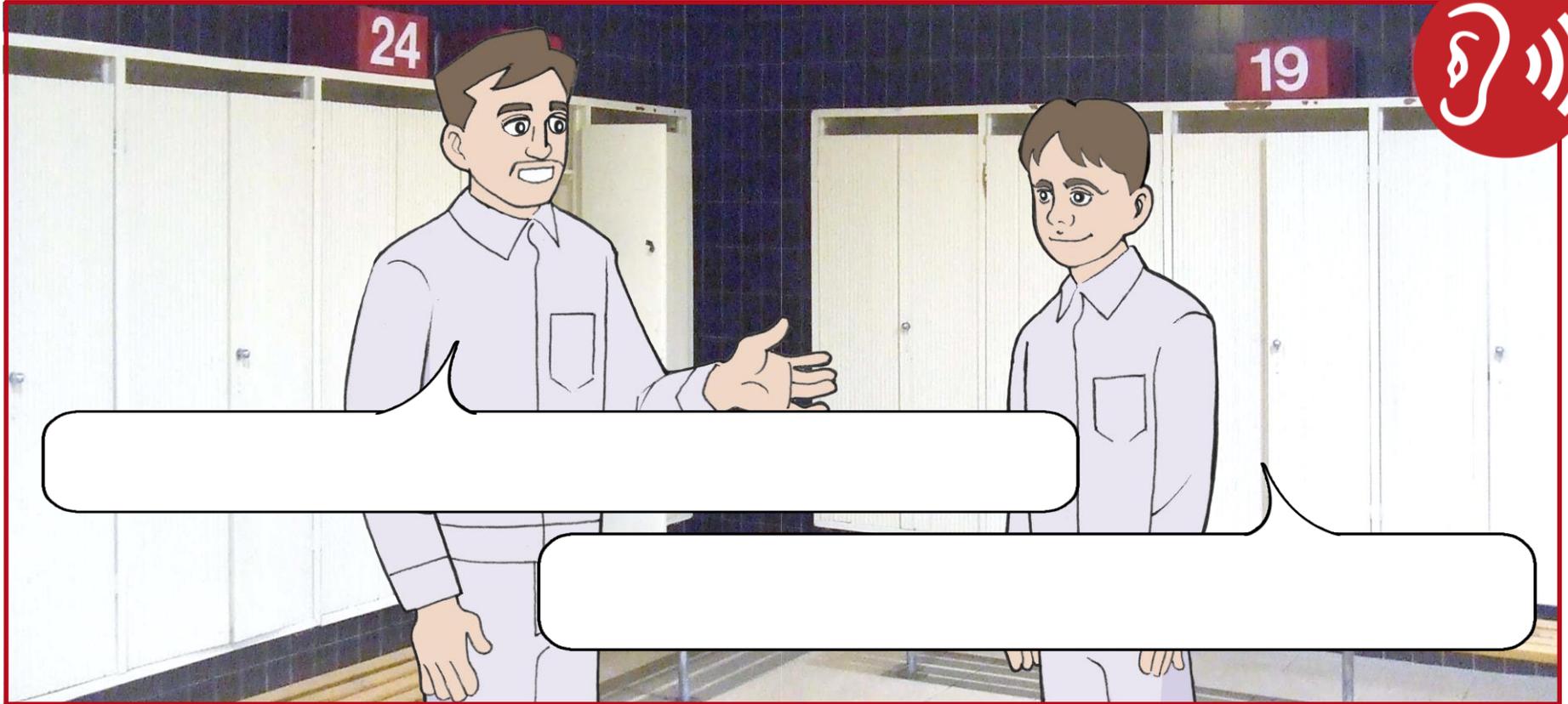
I speak .

Hometown and family

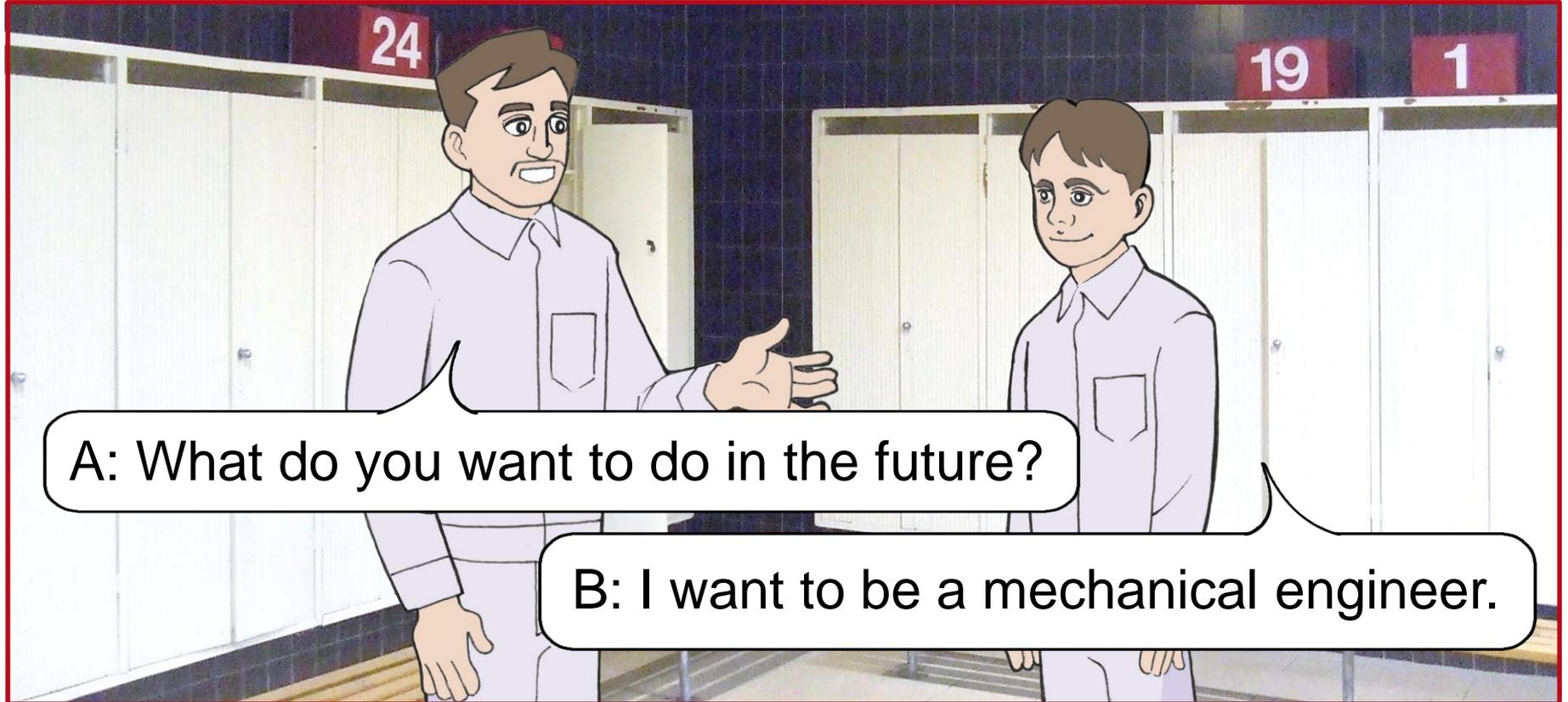
I live with my **family** .



Future dreams and hobbies



Future dreams and hobbies



A: What do you want to do in the future?

B: I want to be a mechanical engineer.

Future dreams and hobbies

What do you want to be?

I want to study language .

What are your hobbies?

I like watching movies.



Future dreams and hobbies

I want to be a/an .



**electrical
engineer**



**factory
manager**



**plant
manager**

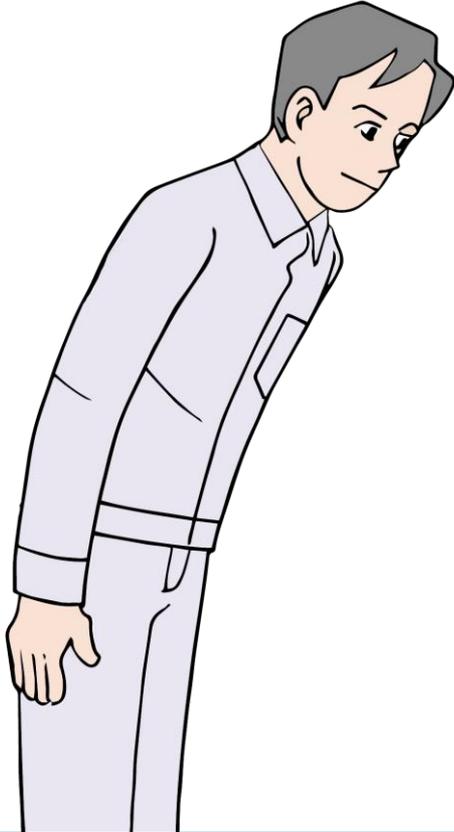


team leader



architect

Greetings and culture



Greetings are an important part of Japanese culture. A customary greeting in Japan is bowing. Japanese people are said to bow to show respect and warm feelings toward the other person. Bowing by simply nodding the head can be taken as rude, so be careful. The correct way to bow is to lean forward from the hips at the same time you lower your head.

Greetings and culture

Discussion



Have you ever exchanged bows with a Japanese person? What do you think of the culture of bowing in Japan?



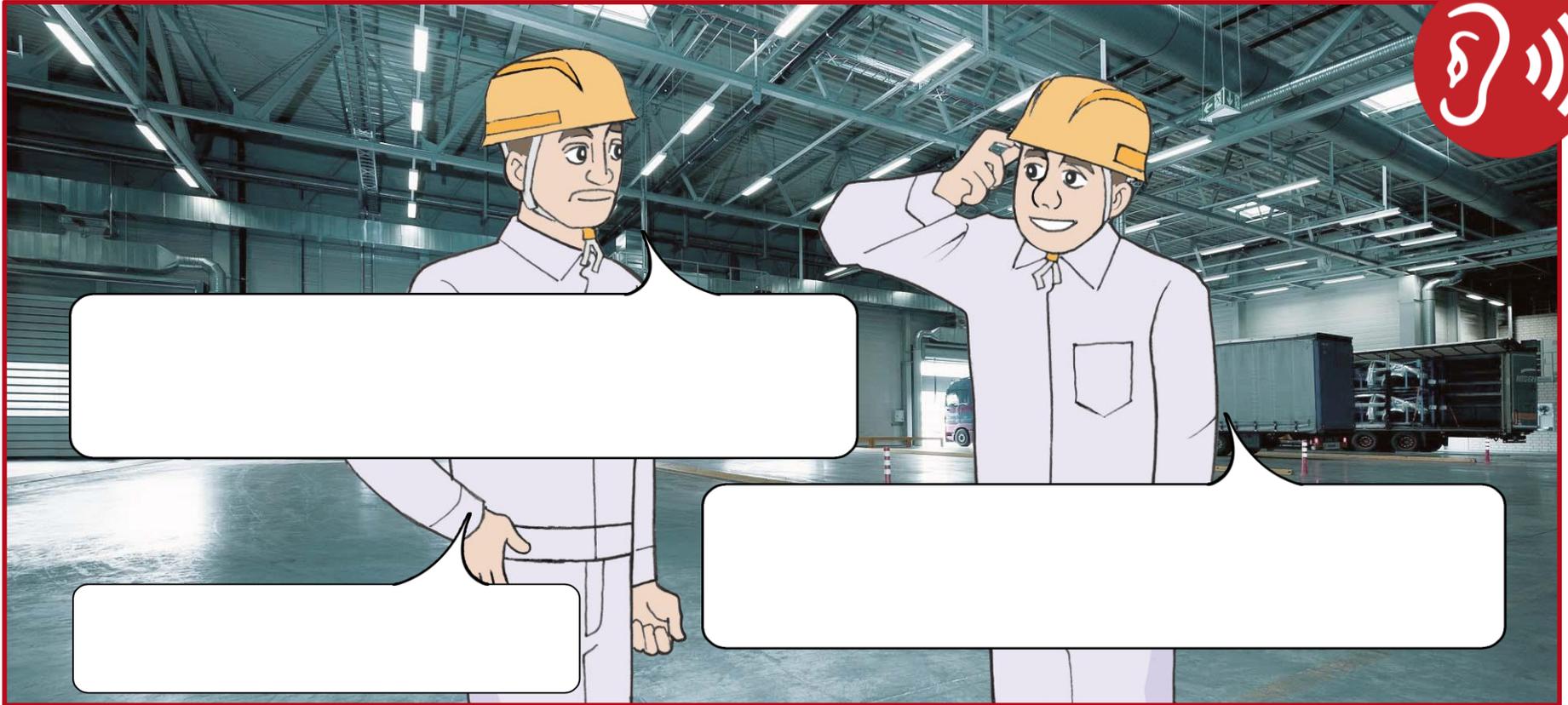
What are some ways that you can show kindness and respect to your co-workers?

Greetings at work

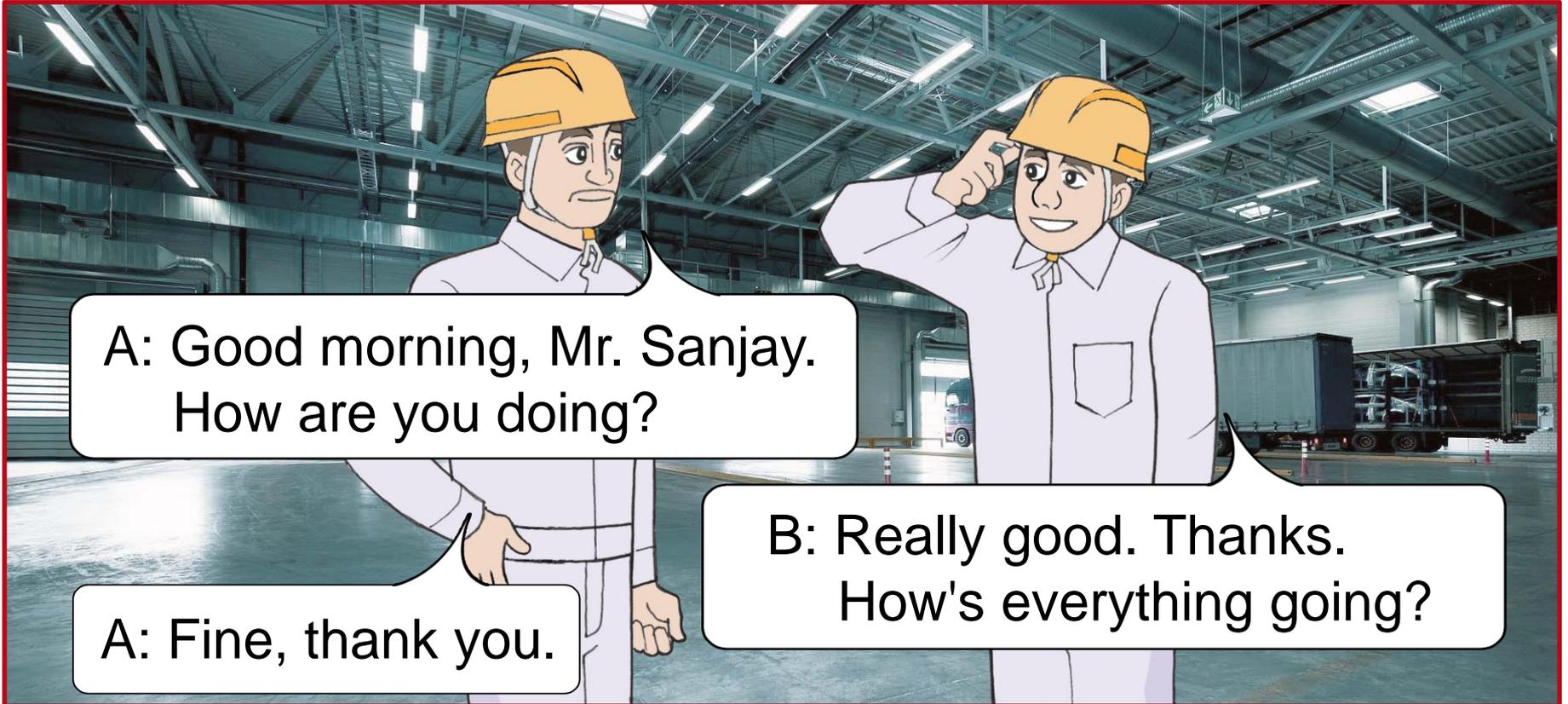
Text No. 2-1-2

Soft Skill Text for
Japan-India Institute for Manufacturing

Greetings when arriving



Greetings when arriving



A: Good morning, Mr. Sanjay.
How are you doing?

B: Really good. Thanks.
How's everything going?

A: Fine, thank you.

Greetings when arriving



It's good to see you.

How was your weekend?

I'll see you later.

How's it going?

Greetings when arriving

I'm okay .



fine



great



good

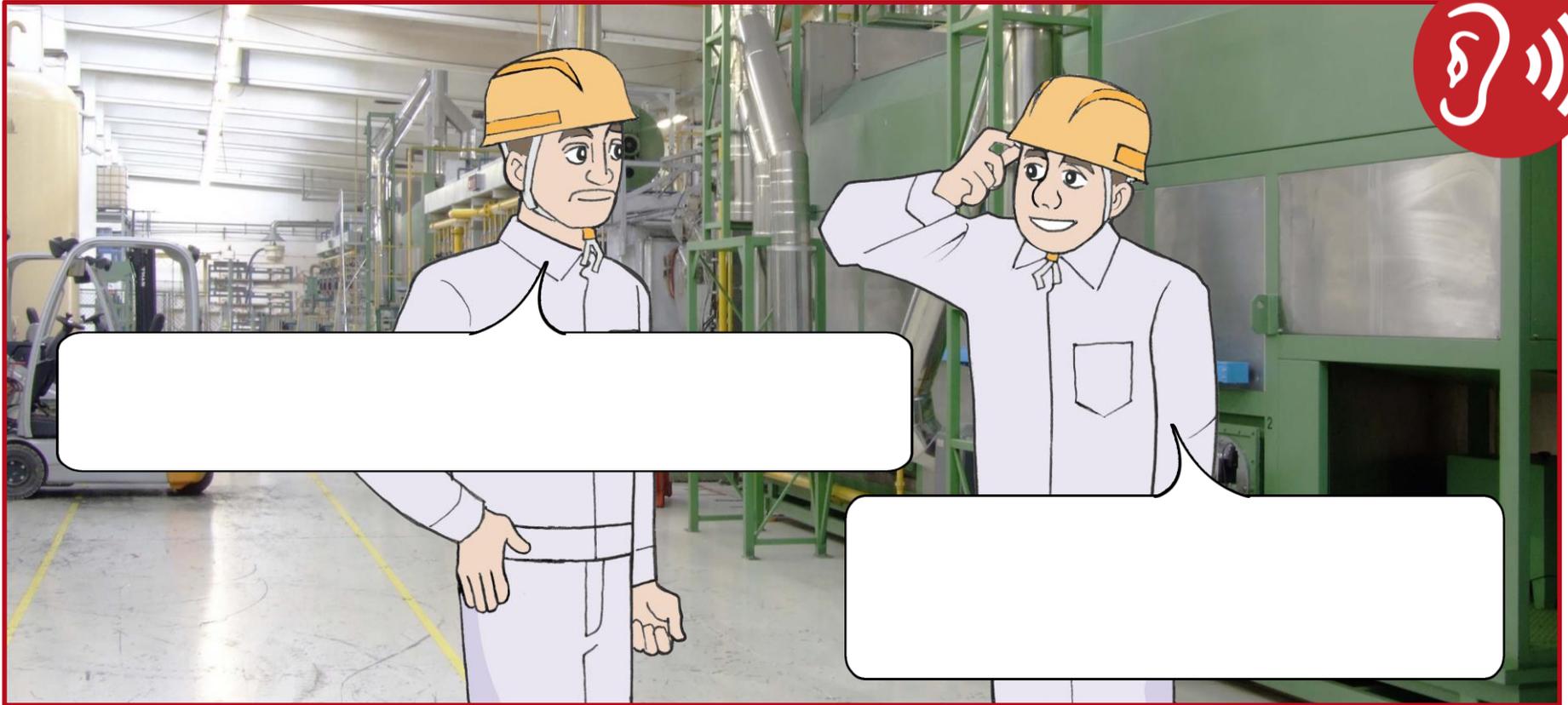


**pretty
good**

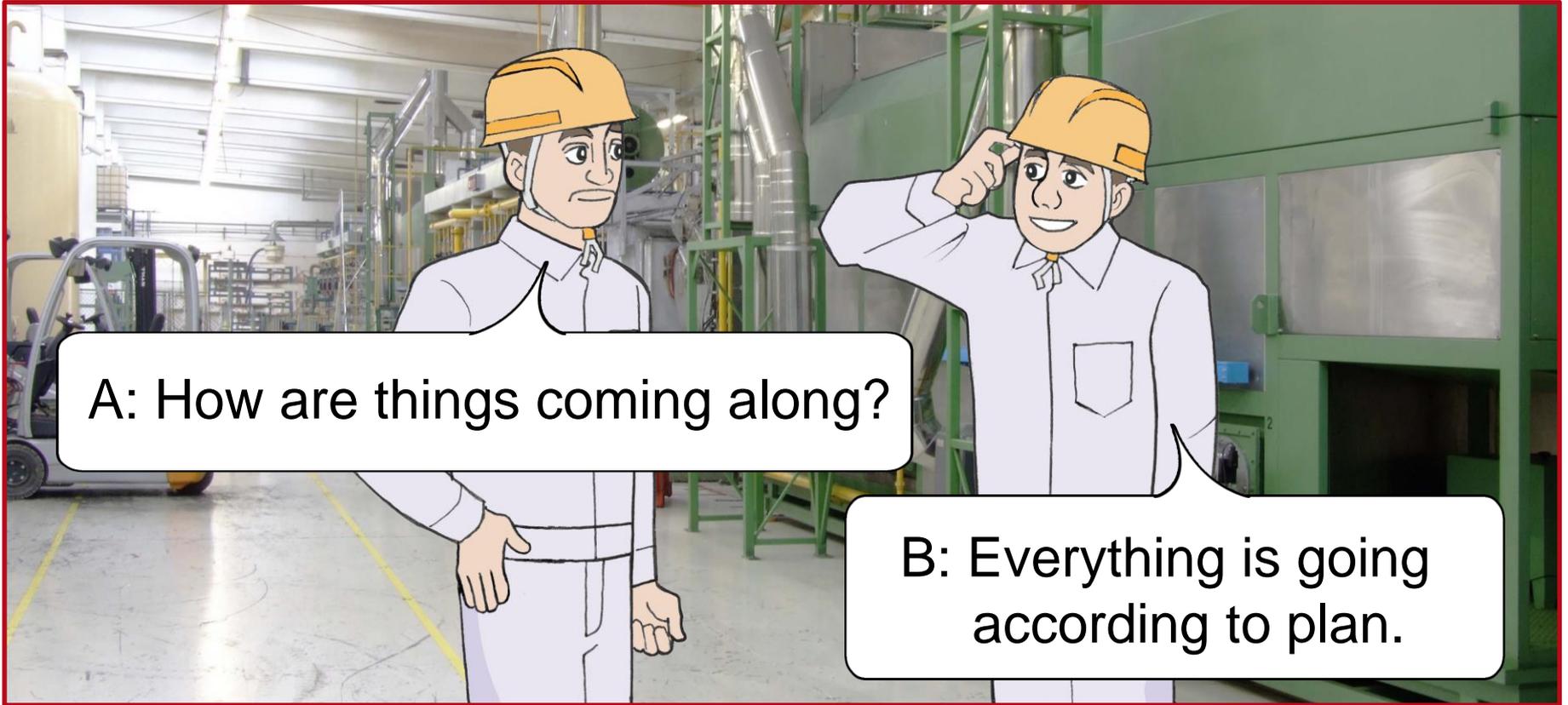


not bad

Greetings during the day



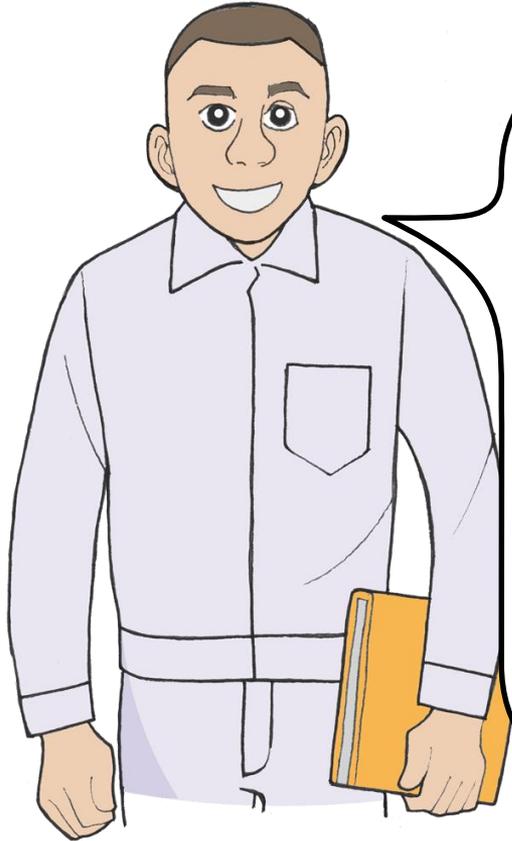
Greetings during the day



A: How are things coming along?

B: Everything is going according to plan.

Greetings during the day



Let's do our best today.

Keep up the good work.

What can I do to help?

Are things moving smoothly?

Let me know if you need any help.

Greetings during the day



Hi.



Hello.



**Good
afternoon.**

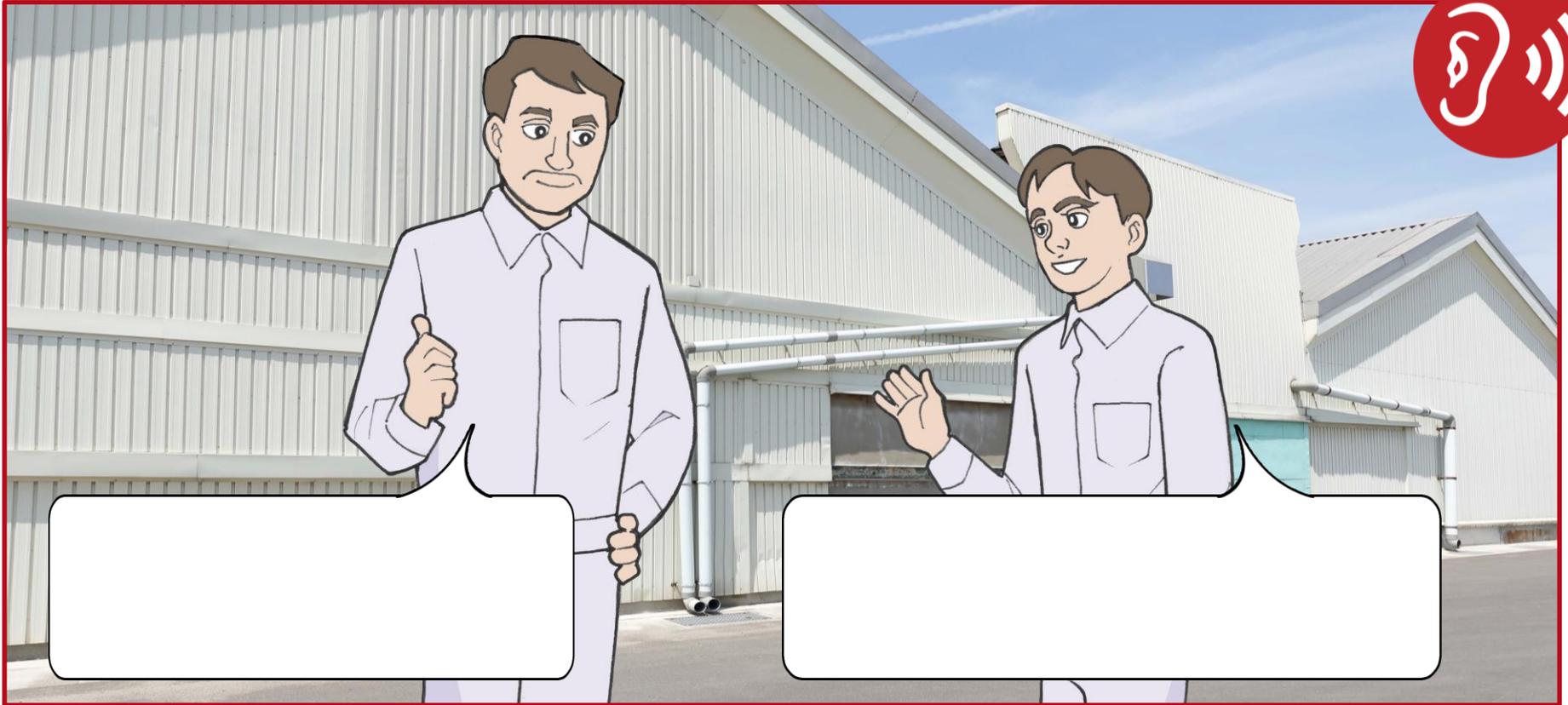


Go for it.

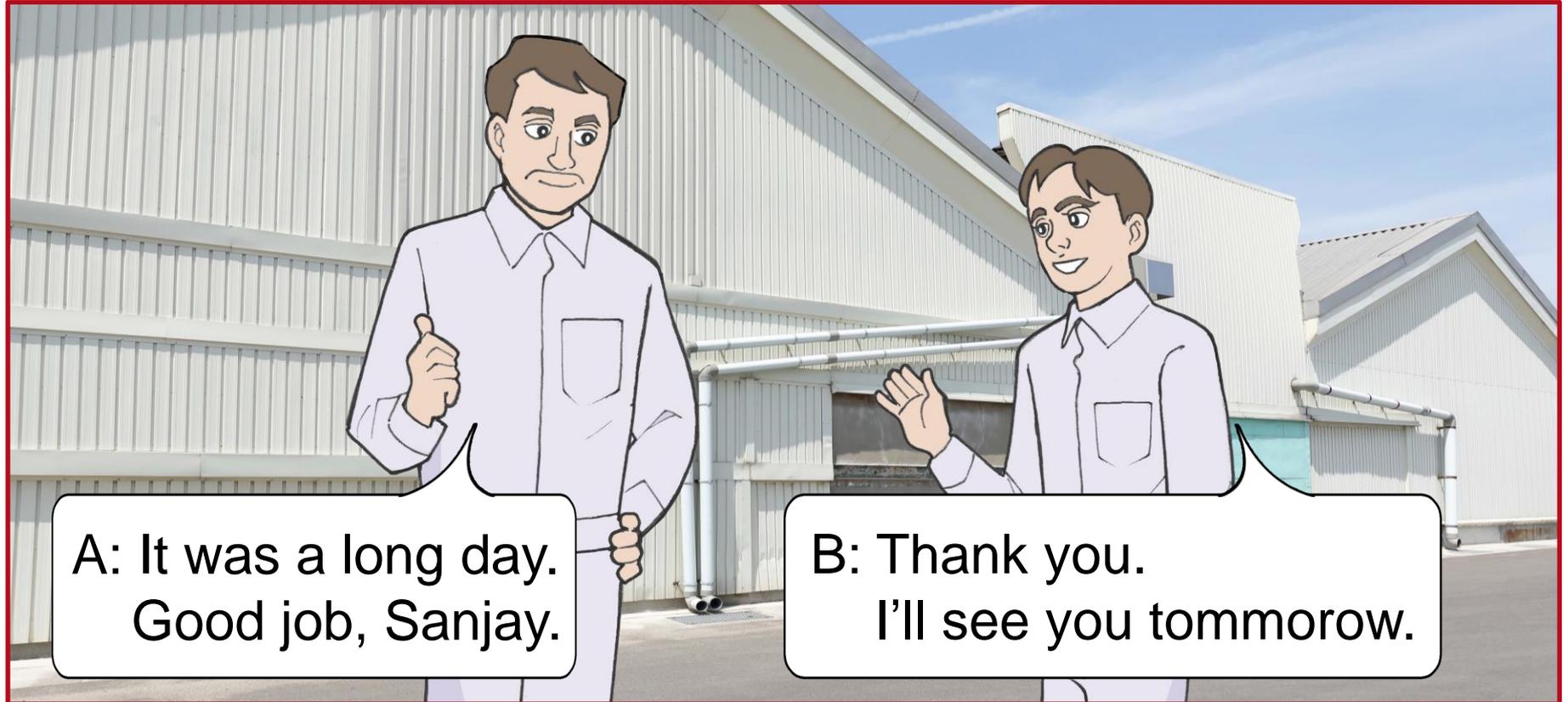


Good luck.

Greetings when leaving



Greetings when leaving



A: It was a long day.
Good job, Sanjay.

B: Thank you.
I'll see you tommorow.

Greetings when leaving

See you tomorrow.

Let's call it a day.

Let's finish up here.

We're done for today.

I'll be going now.



Greetings when leaving



Bye.



Good night.



Take care.



Next week.



Have a good weekend.

The meanings behind greetings



At Japanese companies, people say "Otsukaresama desu," when it is time to go home. There is no word for this in English, but a rough translation is "You worked hard, so you must be tired." Japanese people have a custom of thanking people for their hard work. Even their casual greetings express this gratitude.

The meanings behind greetings

Discussion



Do you greet the people you meet in the factory in the morning? Do you think there are greetings your factory should adopt?



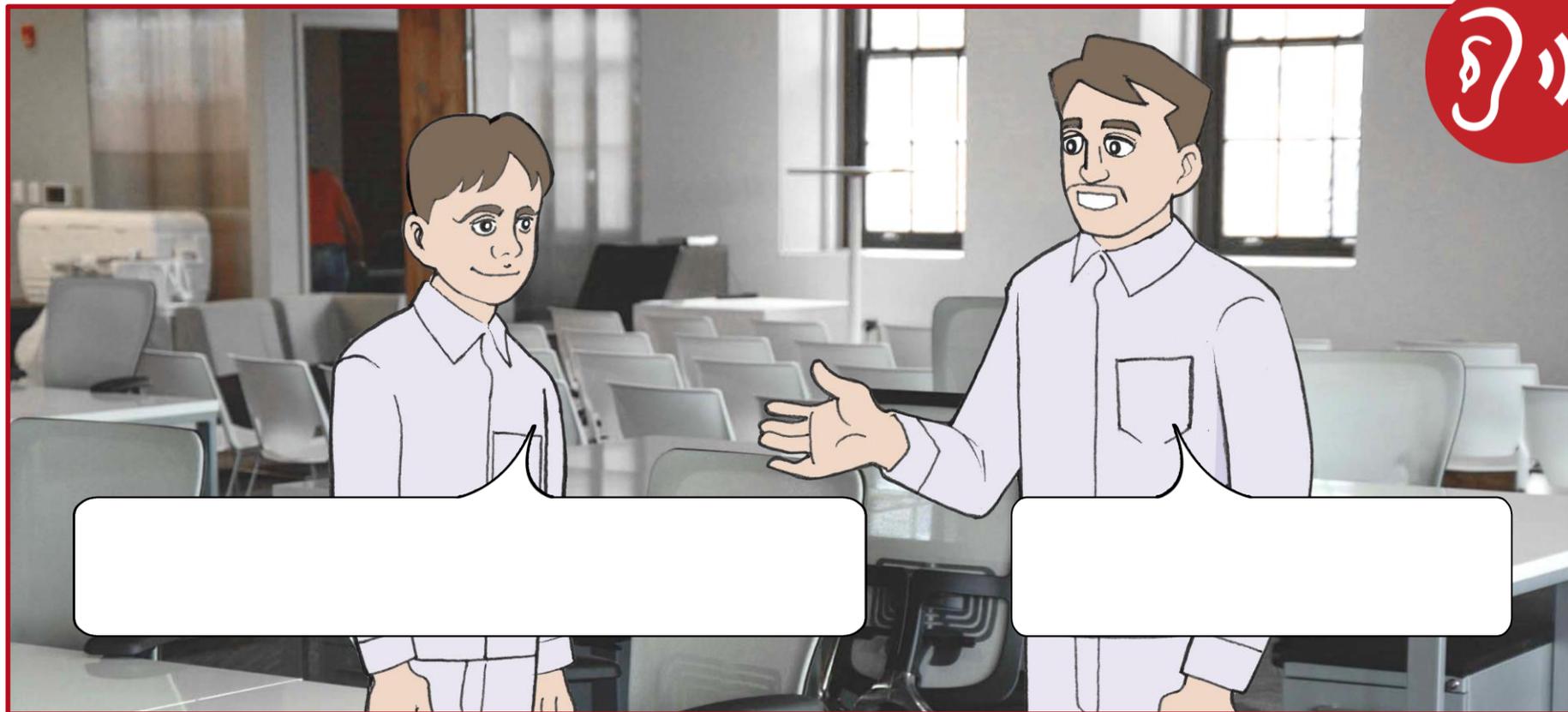
If someone doesn't greet you, how does it make you feel? Does it make you feel angry or disrespected?

Asking questions

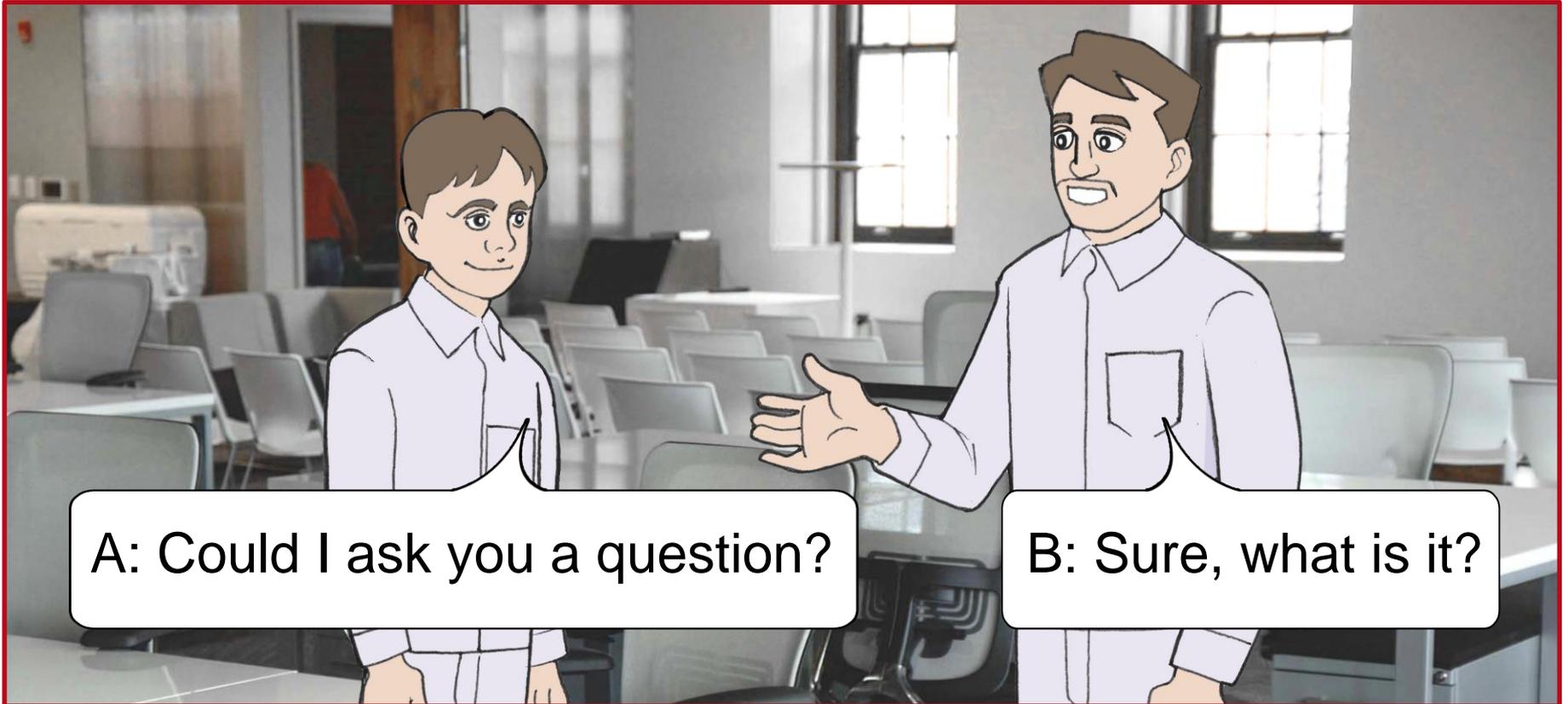
Text No. 2-1-3

Soft Skill Text for
Japan-India Institute for Manufacturing

Asking questions



Asking questions



A: Could I ask you a question?

B: Sure, what is it?

Asking questions



I have a question.

Sure, go ahead.

I have a couple of questions.

Is something wrong?

I'm wondering how to do this.

Asking questions



Excuse me.



What's wrong?



What happened?

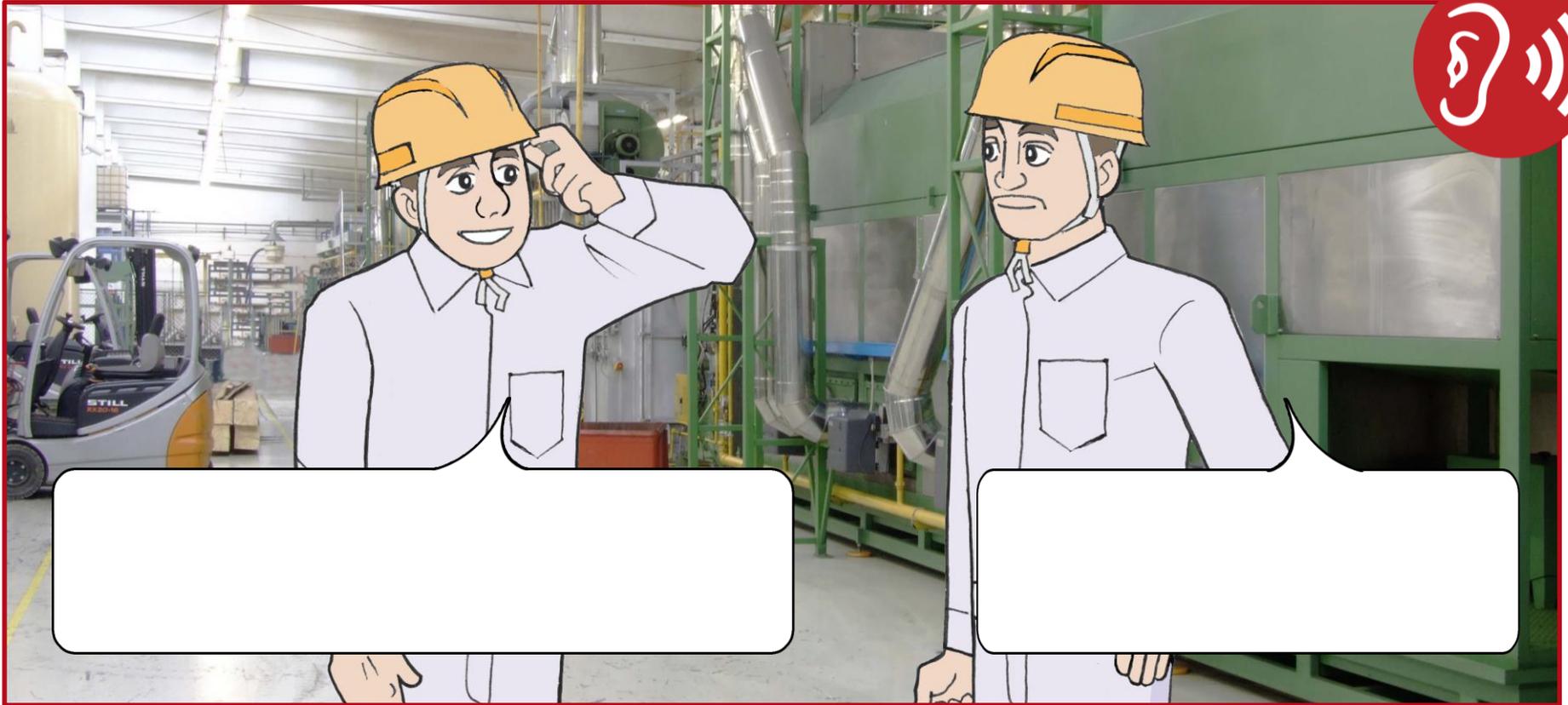


What's the matter?

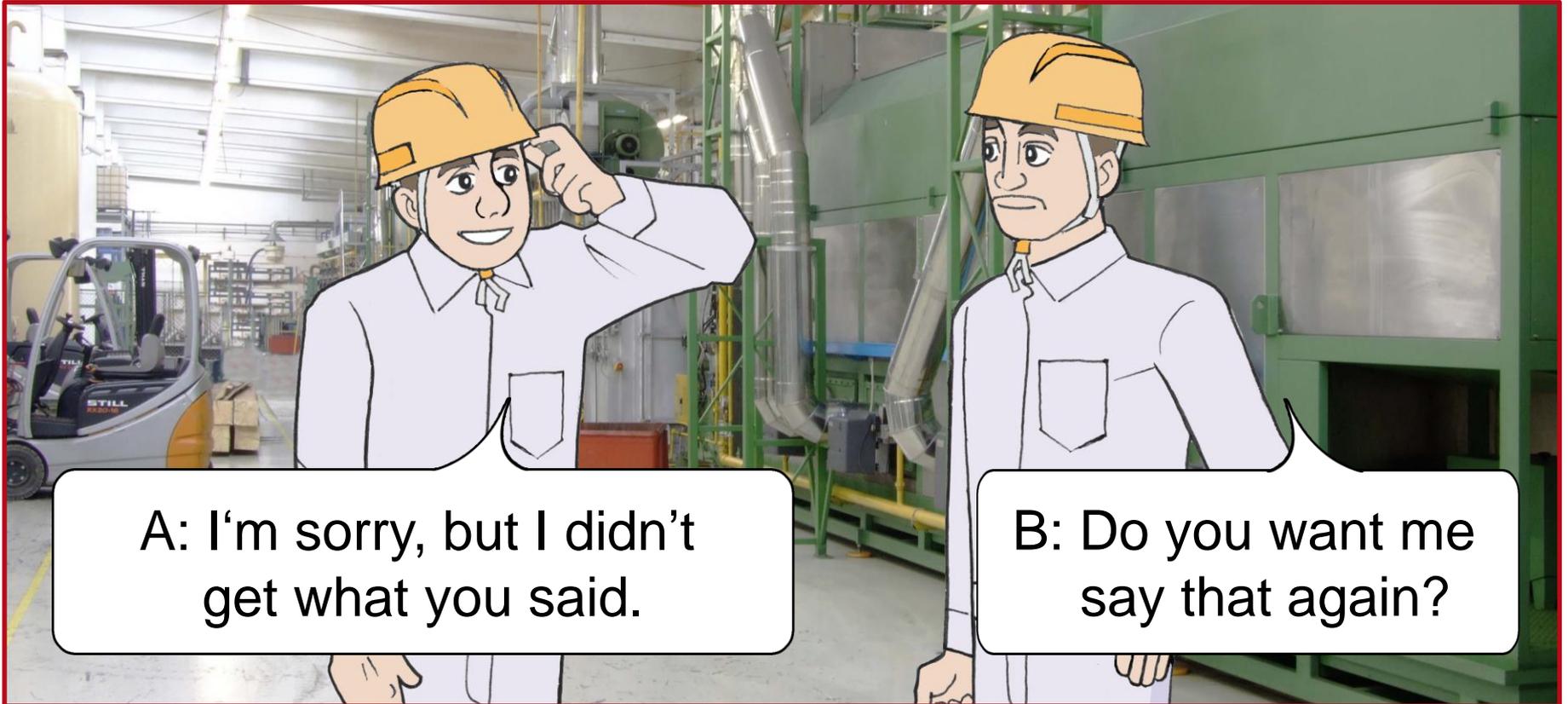


What's the problem?

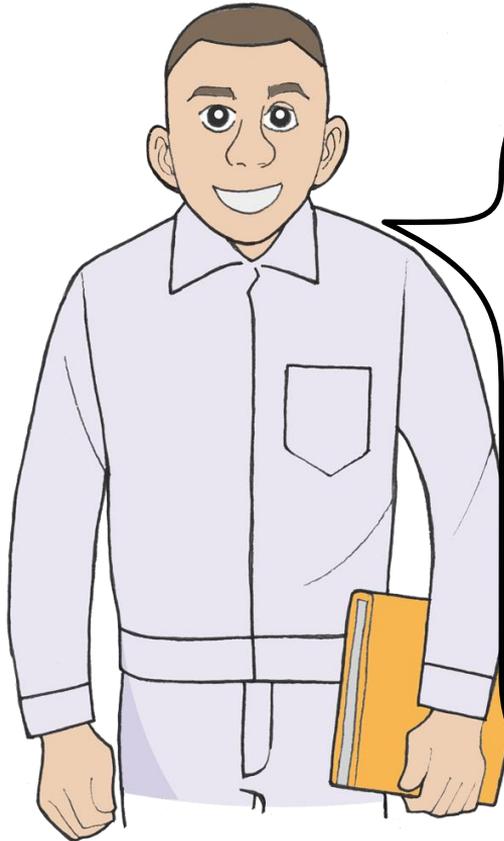
When you don't understand



When you don't understand



When you don't understand



I didn't catch that.

Sorry, I can't hear you.

Could you say that again?

Would you mind repeating that?

I don't understand what you mean.

When you don't understand



What?



Come again?



Speak more slowly.

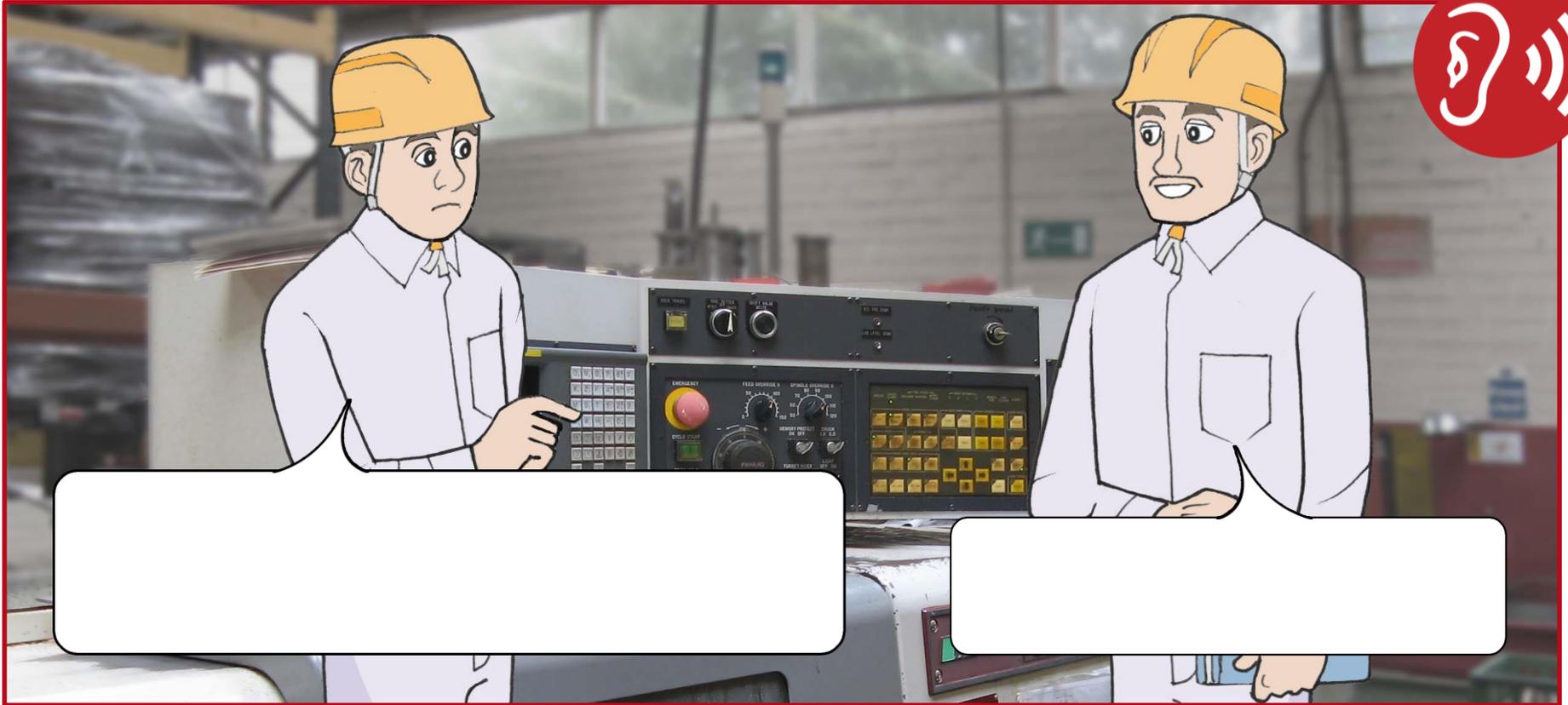


Repeat that.

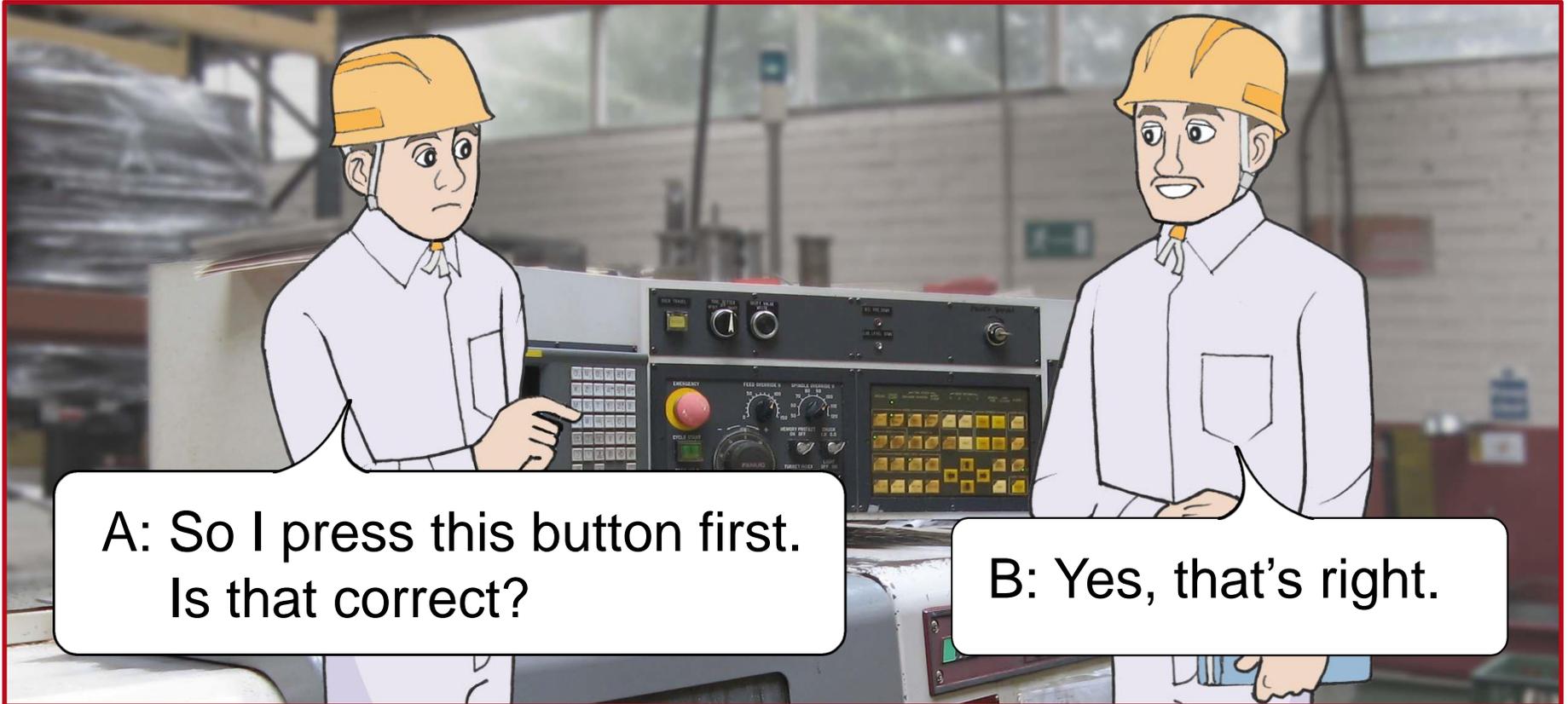


One more time.

Making sure you understand



Making sure you understand



A: So I press this button first.
Is that correct?

B: Yes, that's right.

Making sure you understand

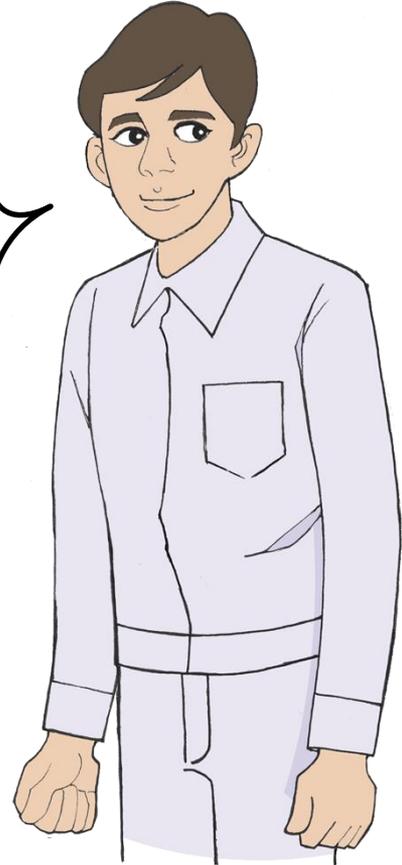
Am I right?

Okay, listen carefully.

Is this how you do it?

Am I doing this correctly?

Could you explain that again?



Making sure you understand



correct



all right



tell me



show me



how to do

Asking questions



When you have a question, you are requesting information from someone, so it is best to ask politely. If the other person is working, it is polite to begin with "I'm sorry." There is no shame in asking something that you don't know. Working when you are unsure of something can cause problems later. When you feel uncertain, confirm things as you work.

Asking questions

Discussion



Why do you think it's important to ask a lot of questions?



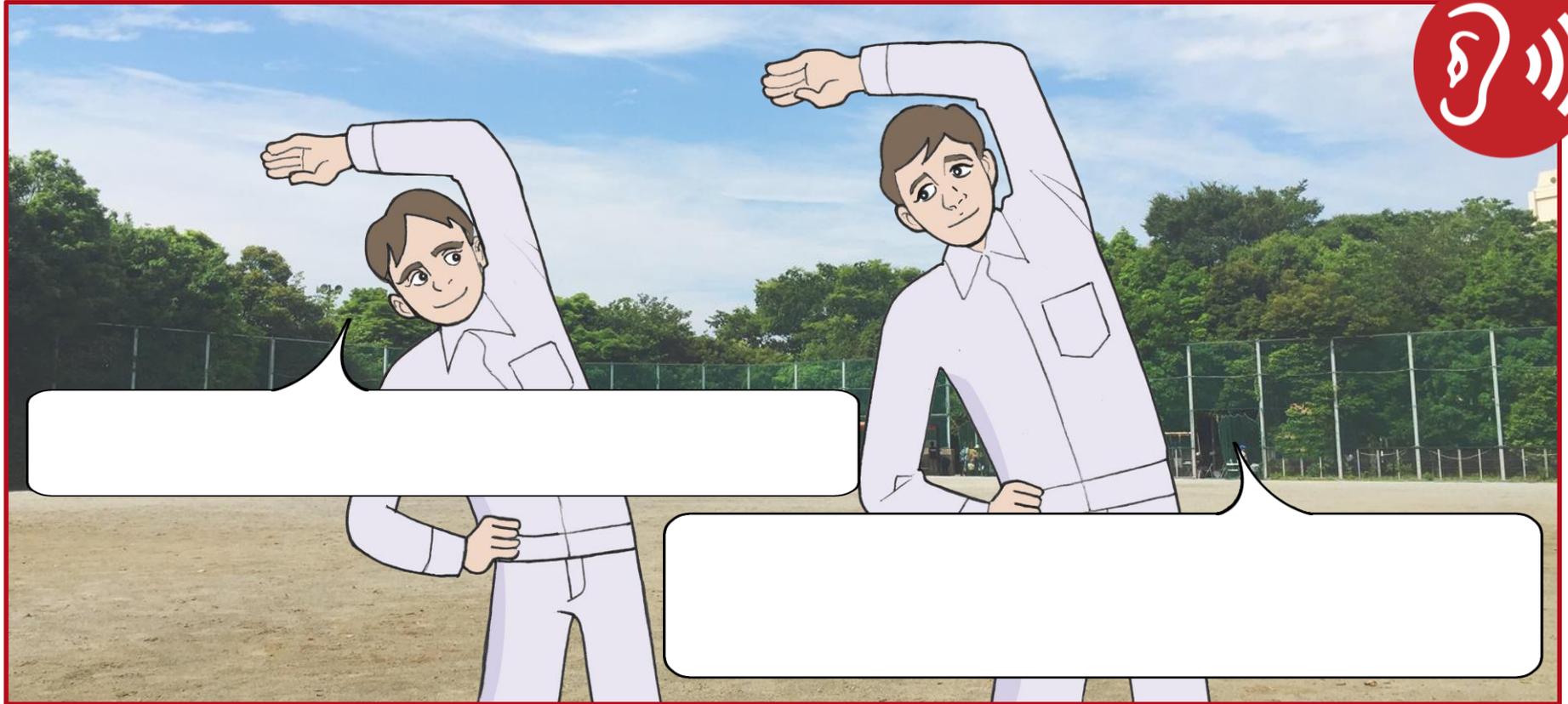
Do you sometimes have questions, but you avoid asking them? Why do you think you do this?

Health

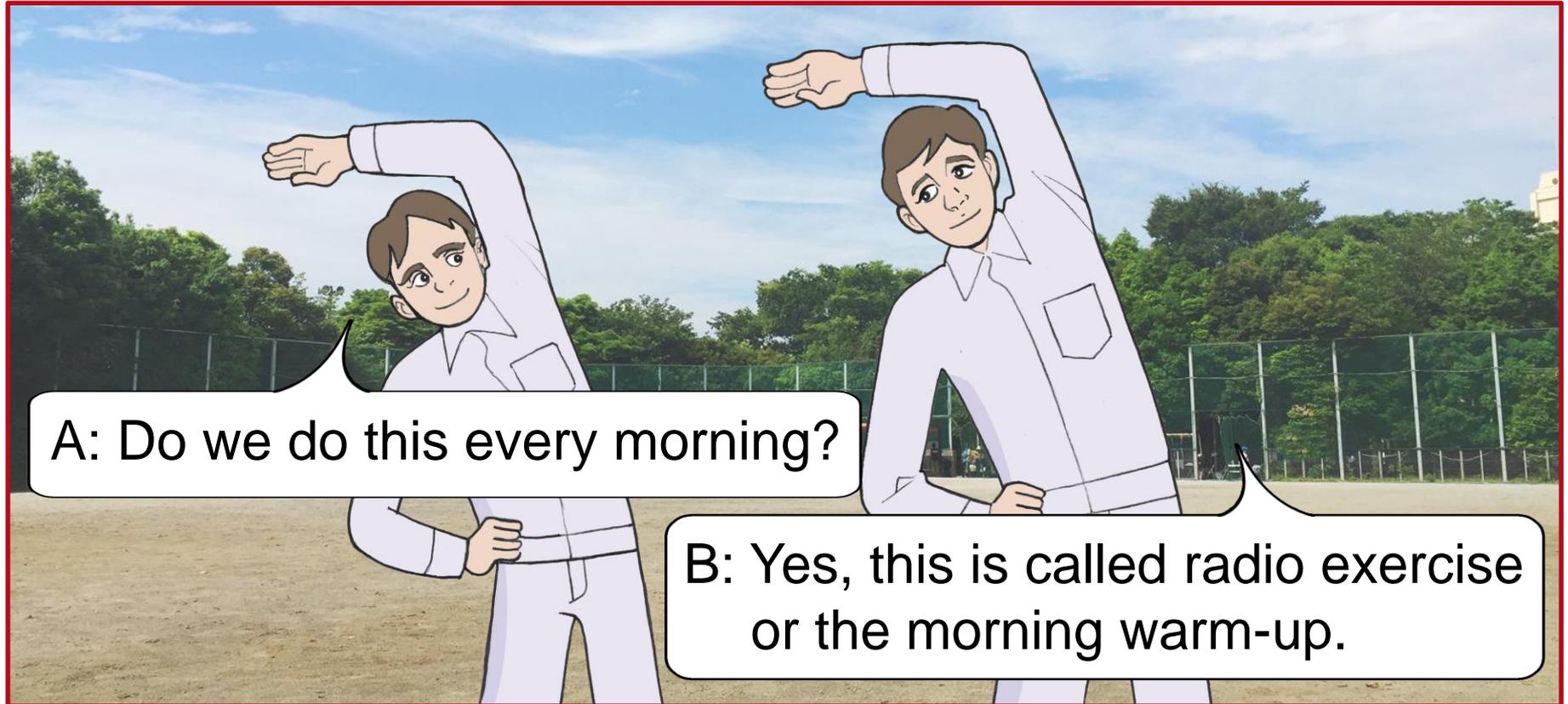
Text No. 2-2-1

Soft Skill Text for
Japan-India Institute for Manufacturing

Morning exercise, asking about health



Morning exercise, asking about health



A: Do we do this every morning?

B: Yes, this is called radio exercise or the morning warm-up.

Morning exercise, asking about health



How's it going today?

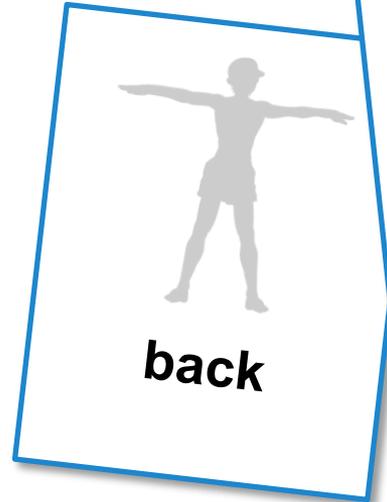
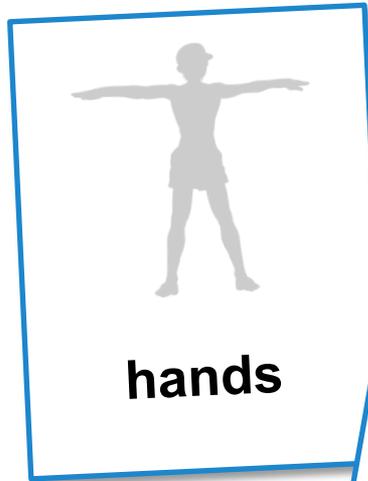
Are you feeling okay?

It helps to avoid accidents.

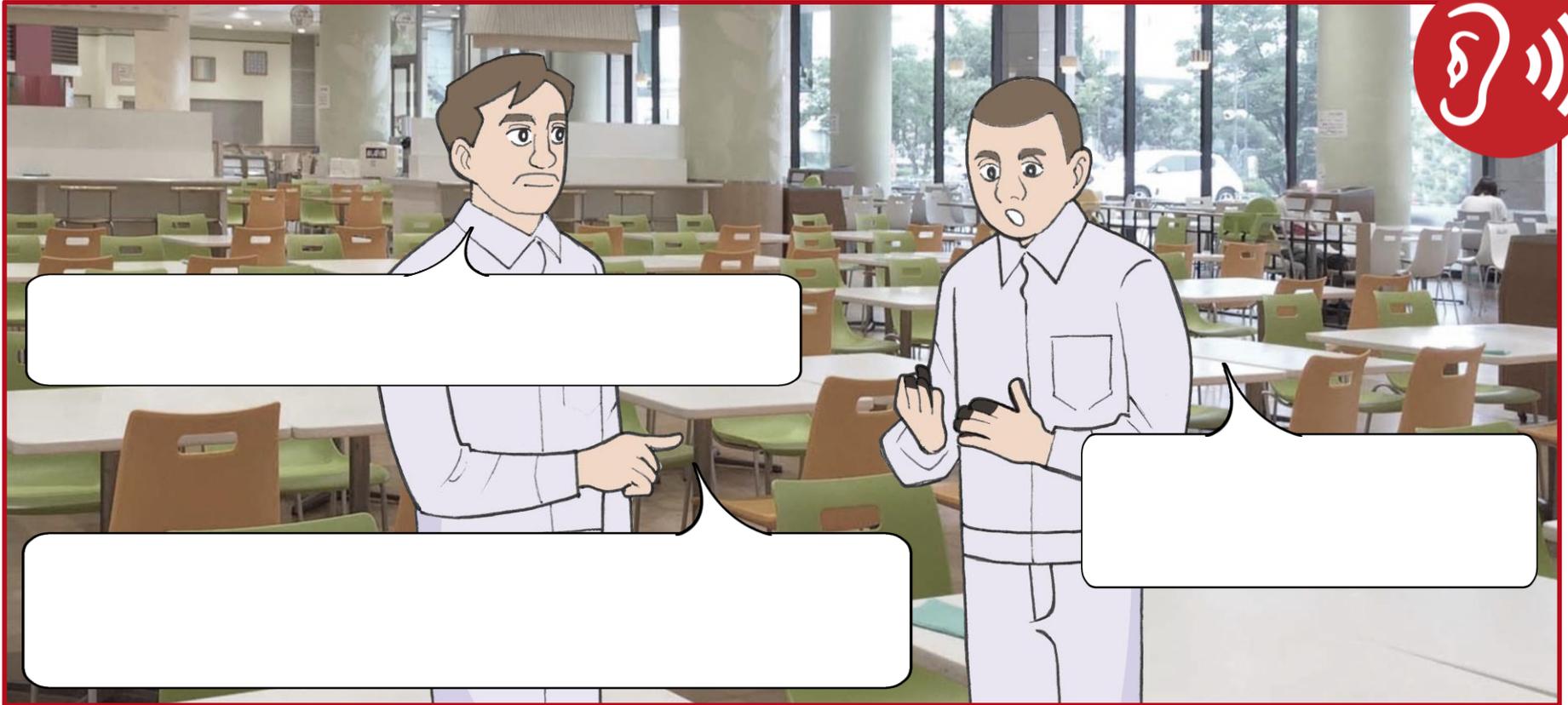
These are warm-up exercises we do before work.

Morning exercise, asking about health

It helps to stretch your **arms** .



Hygiene



Hygiene

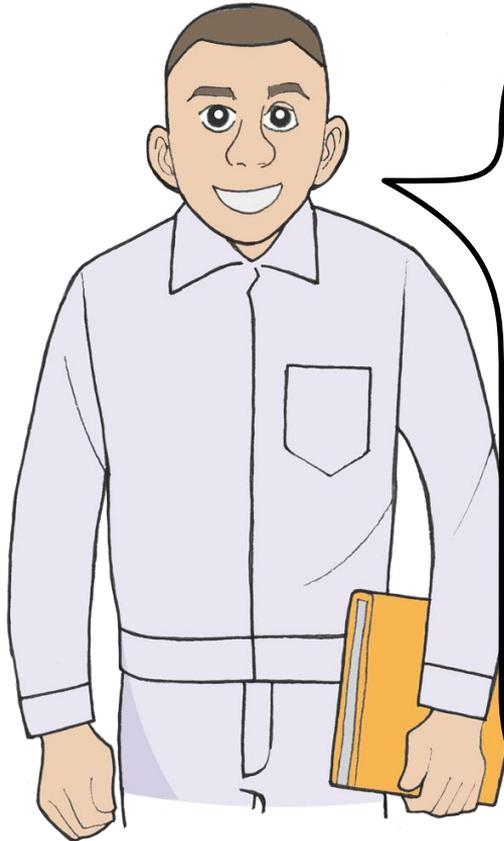


A: Did you wash your hands?

B: Oh, I forgot.
I'll do that now.

A: Don't forget to wash your hands
before lunch.

Hygiene



Always wash your hands.

Please wear a mask while working.

Change your shoes at the entrance.

Change into protective clothing before you work.

Keep the work area clean and dust-free.

Hygiene



dirty



unwashed



clean



gargle

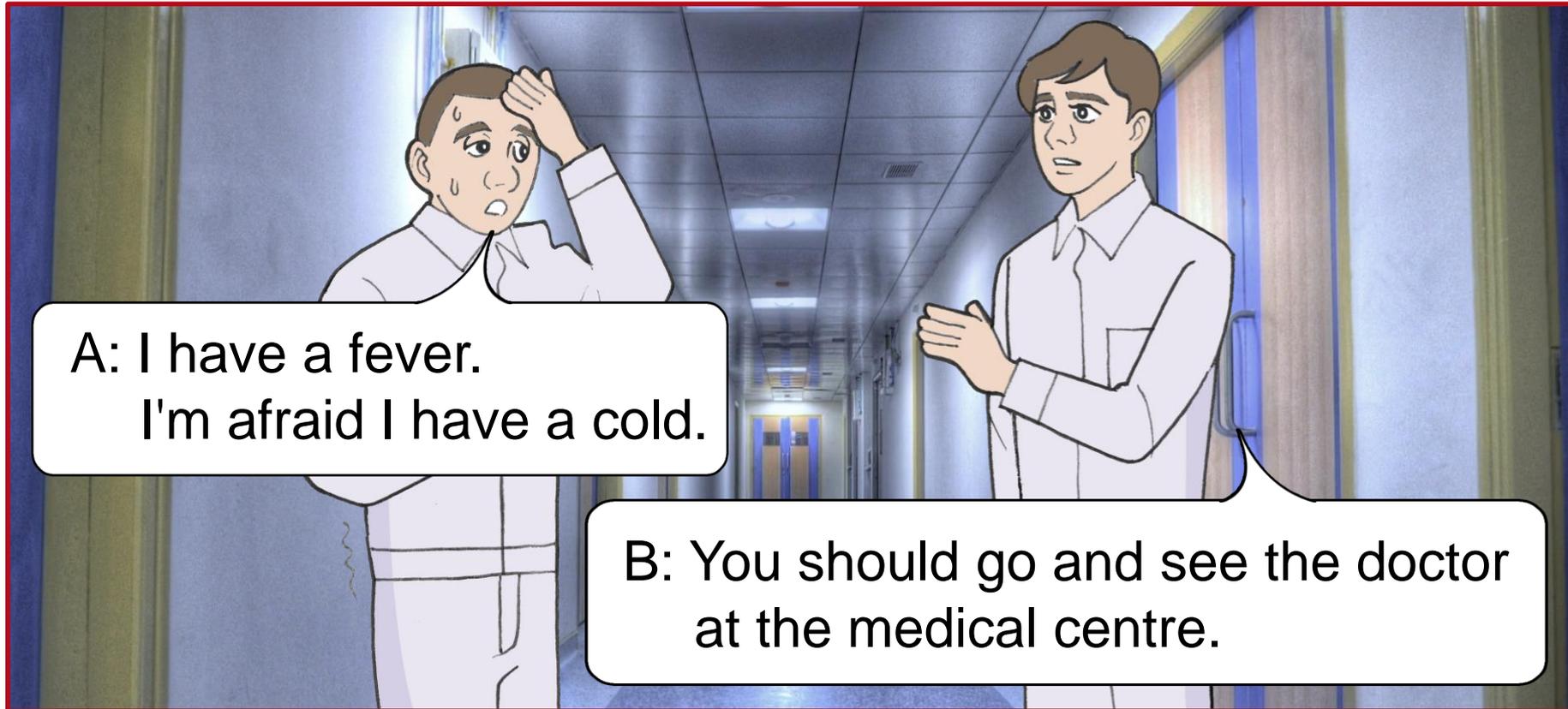


disinfect

Bad health



Bad health



A: I have a fever.
I'm afraid I have a cold.

B: You should go and see the doctor
at the medical centre.

Bad health

I'm not feeling too well.

I can't stop coughing.

My allergies are acting up.

You don't look so good.



Bad health

I have a **headache** .



fever



stomachache



toothache

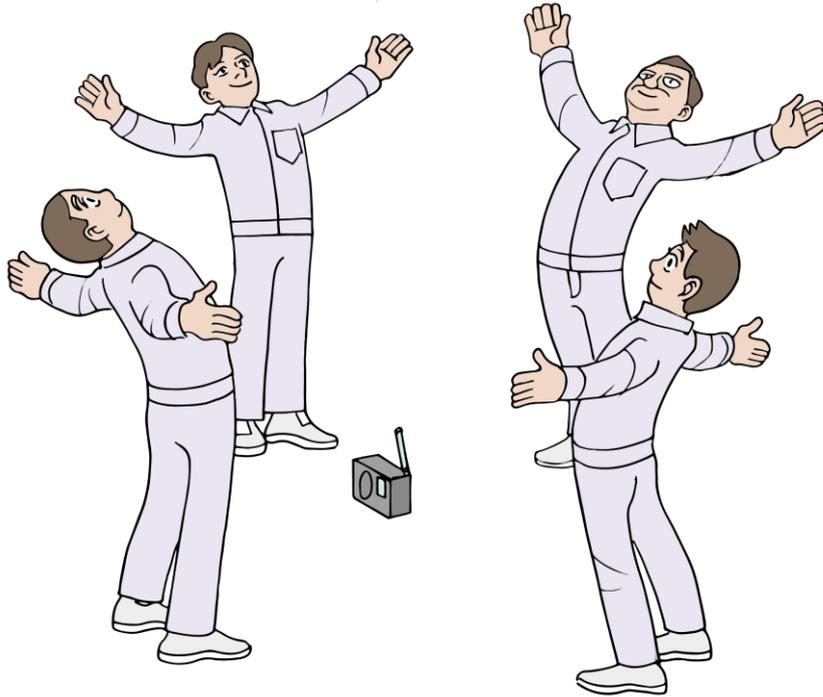


**lower
backache**



**runny
nose**

Radio exercises



Radio exercises are exercise sessions held to increase strength, become healthy, and stay healthy. They are called “radio exercises” because the movements are done along with music played on the radio. They help to relax the muscles and prevent accidents. They also improve the mood and increase work efficiency. This is the reason why they are held in many factories.

Radio exercises

Discussion



Have you ever done radio exercises? What do you like about radio exercises?



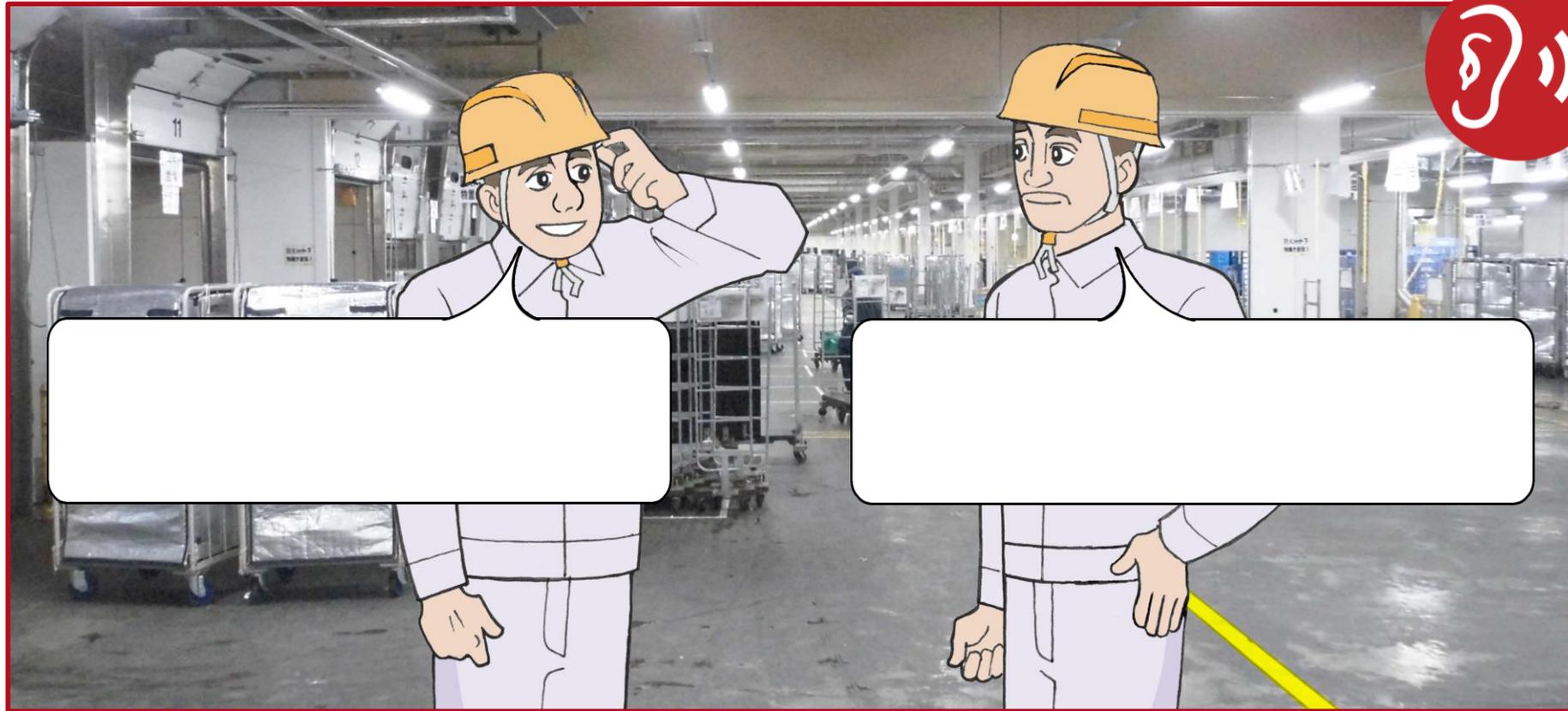
Is there anything you do to take care of your health?

Time management

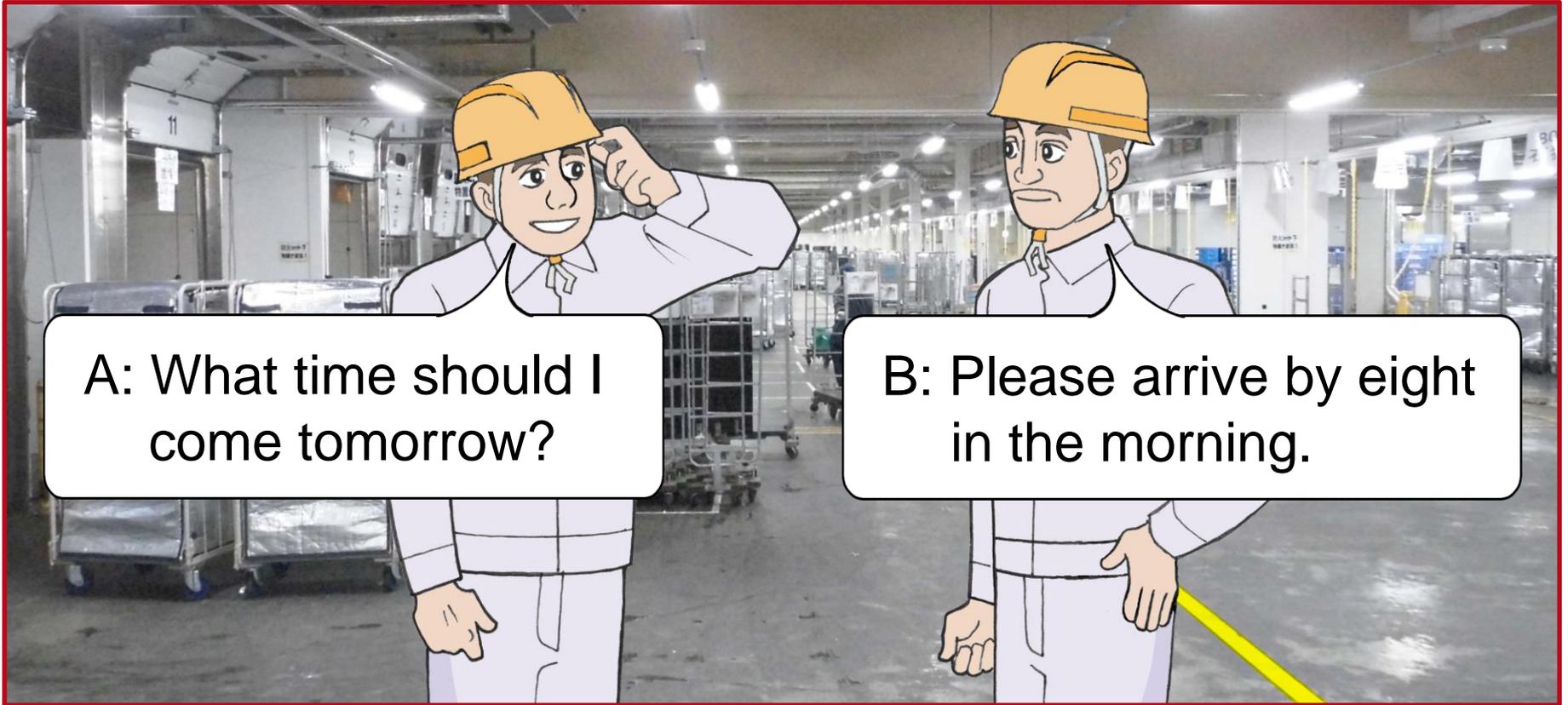
Text No. 2-2-2

Soft Skill Text for
Japan-India Institute for Manufacturing

Time



Time



A: What time should I come tomorrow?

B: Please arrive by eight in the morning.

Time



Do you have the time?

We're on schedule.

We're behind schedule.

It's eight o'clock .

Time

The deadline is am.

7:15 am



seven fifteen

8:30 am



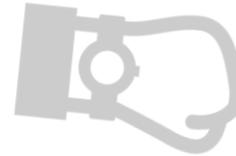
half past eight

9:30 am



nine thirty

10:45 am



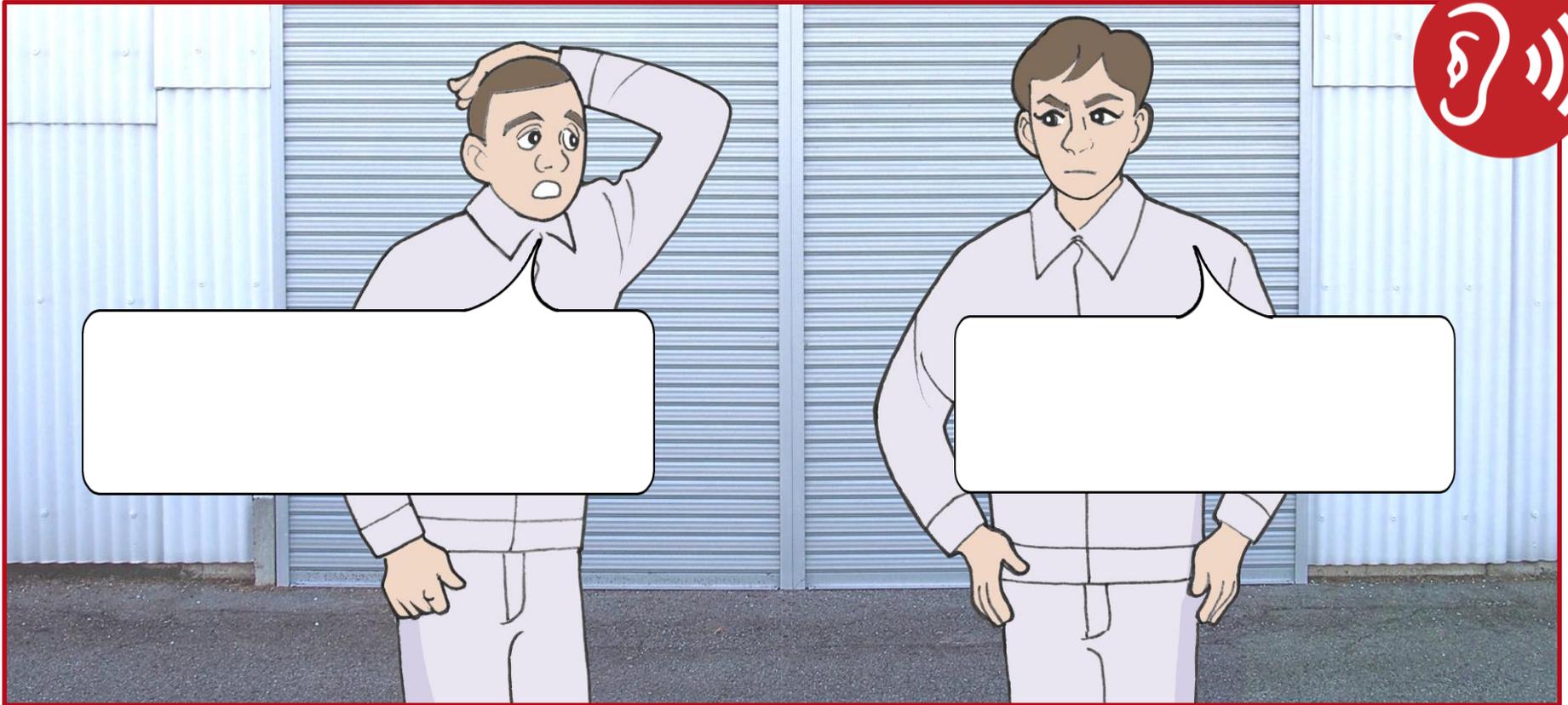
ten forty-five

10:45 am

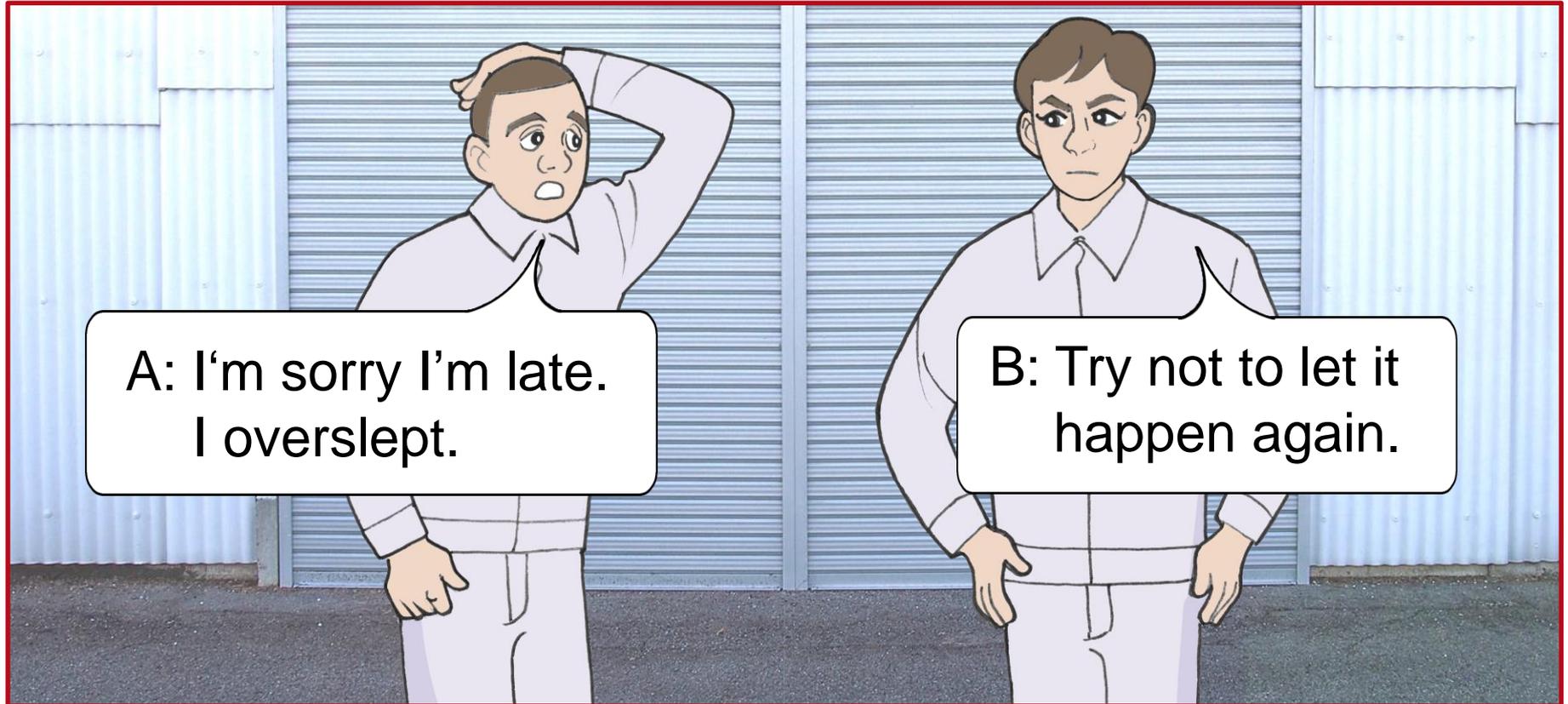


a quarter to eleven

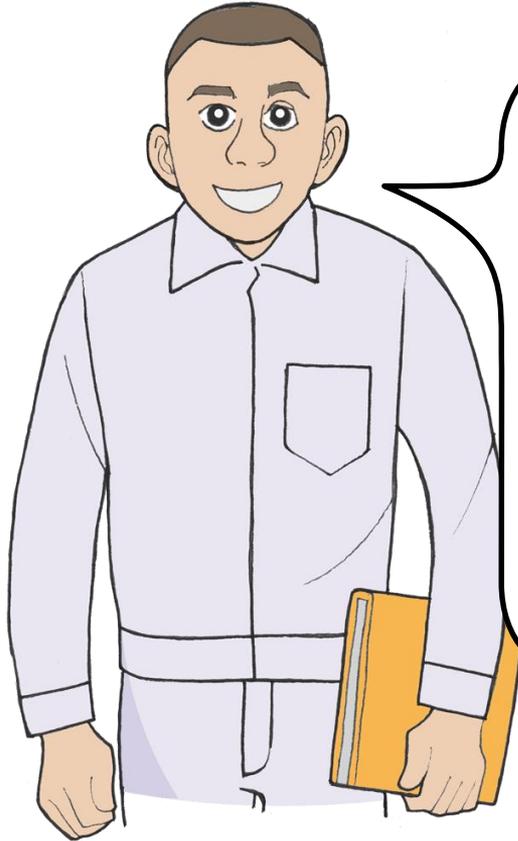
Being late or absent



Being late or absent



Being late or absent



I was late for work.

I slept in.

I'm afraid I'll be thirty minutes late.

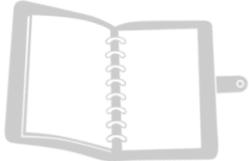
I apologise for being late.

Being late or absent

I would like to take a day off on July .



1st



2nd



4th

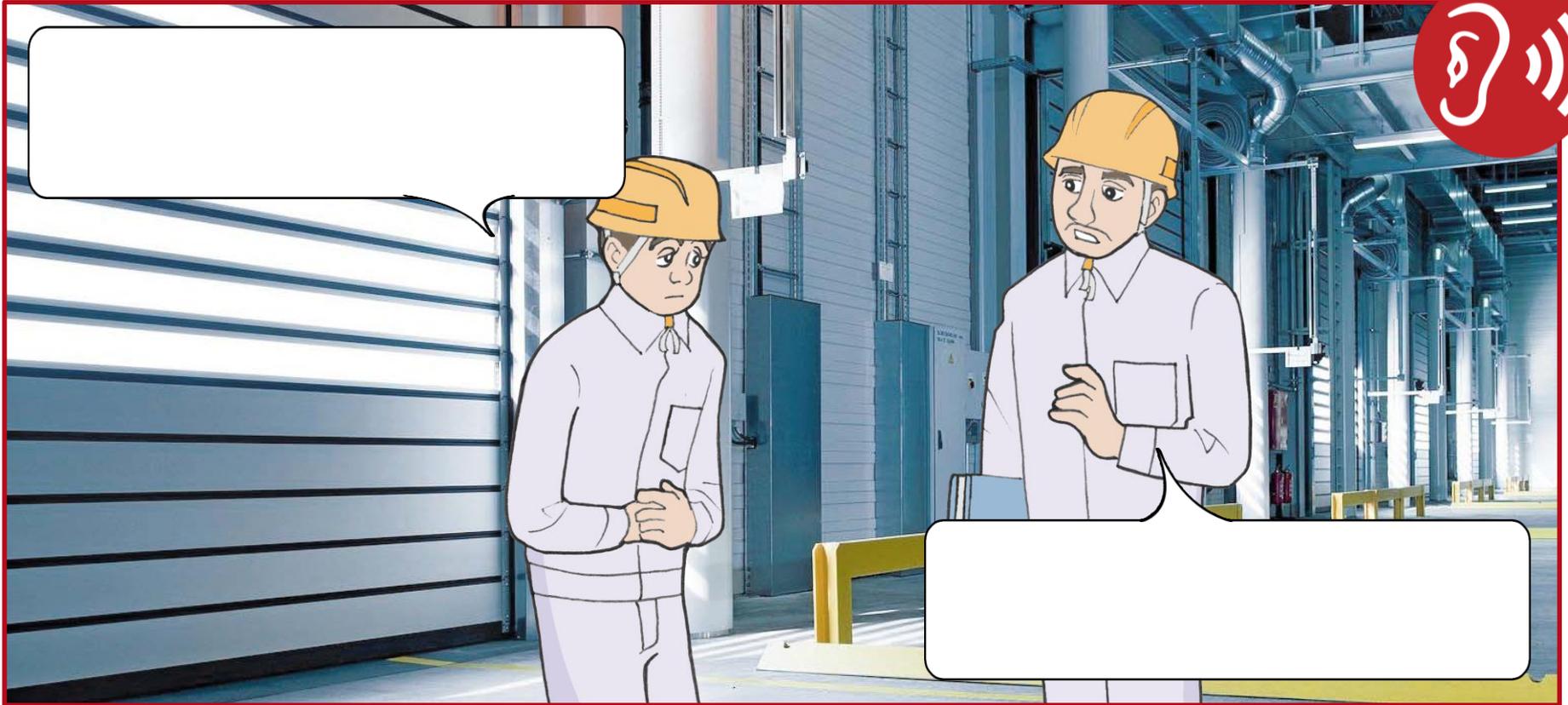


22nd

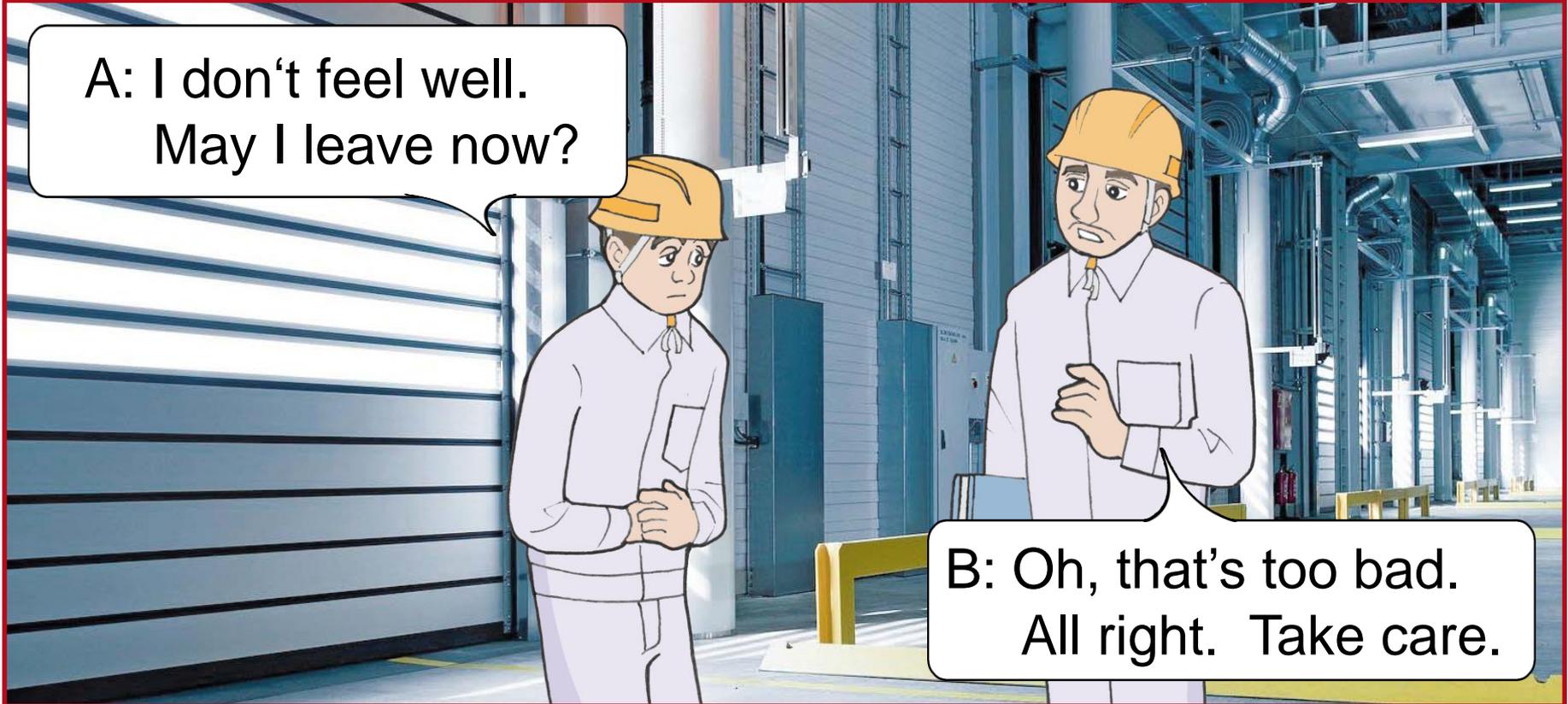


23rd

Leaving early



Leaving early



A: I don't feel well.
May I leave now?

B: Oh, that's too bad.
All right. Take care.

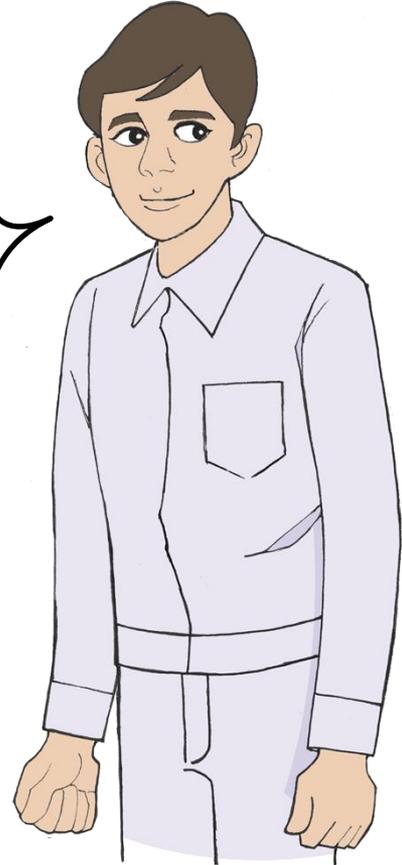
Leaving early

Can I talk to you for a minute?

Is it okay if I leave early this afternoon?

Could I leave after lunch today?

I have some urgent business.



Leaving early

I need to go to the .



doctor



dentist's



drug store



police



school

Using time efficiently



It's important to use time efficiently at work. The relationship between the company and employee is based on agreements such as being on time and meeting deadlines. If one person is late, it causes problems for the others. If an employee is often careless with time, it becomes difficult to trust him/her. As the expression goes, "Time is money", so be aware of how you use each minute and second.

Using time efficiently

Discussion



Do you think it is important to be on time?



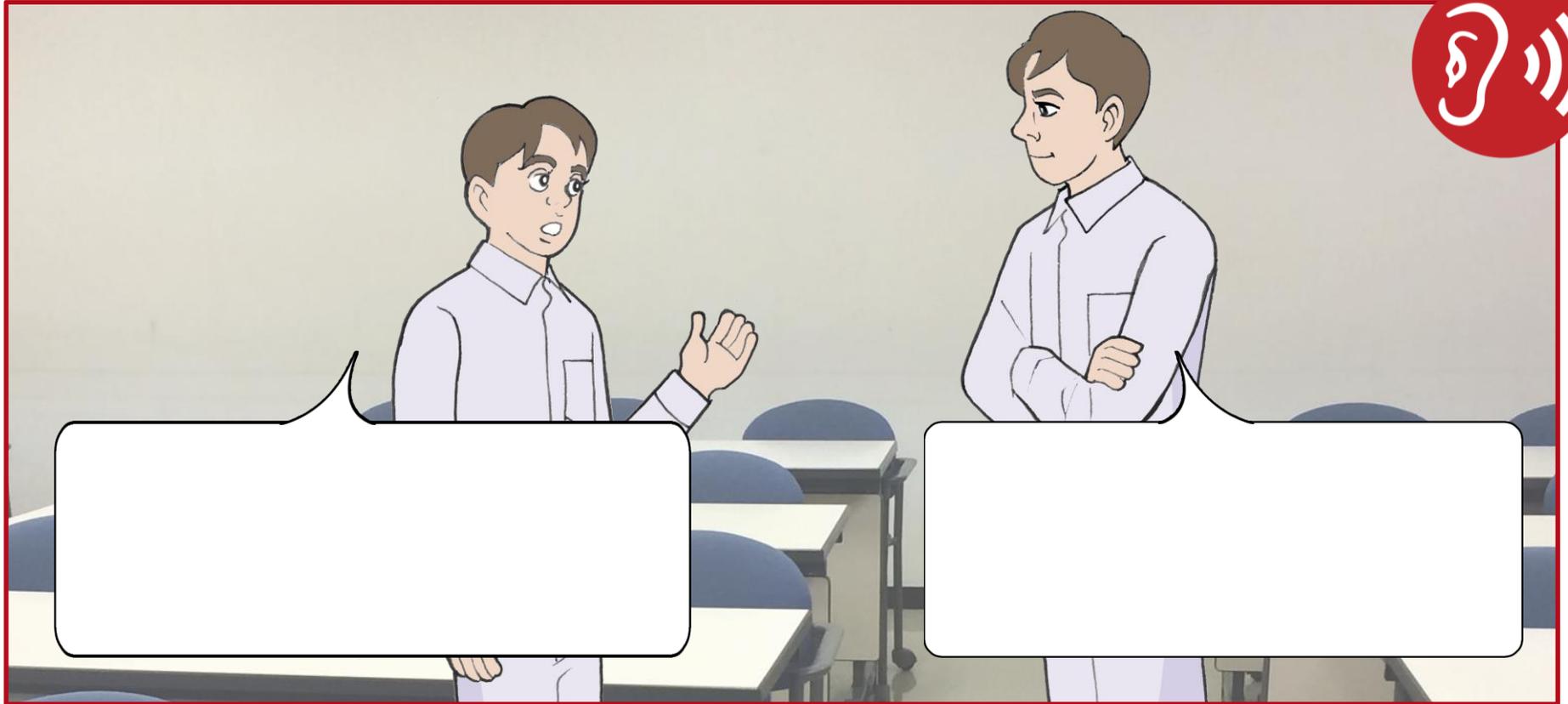
What do you do when you are running late?

Teamwork

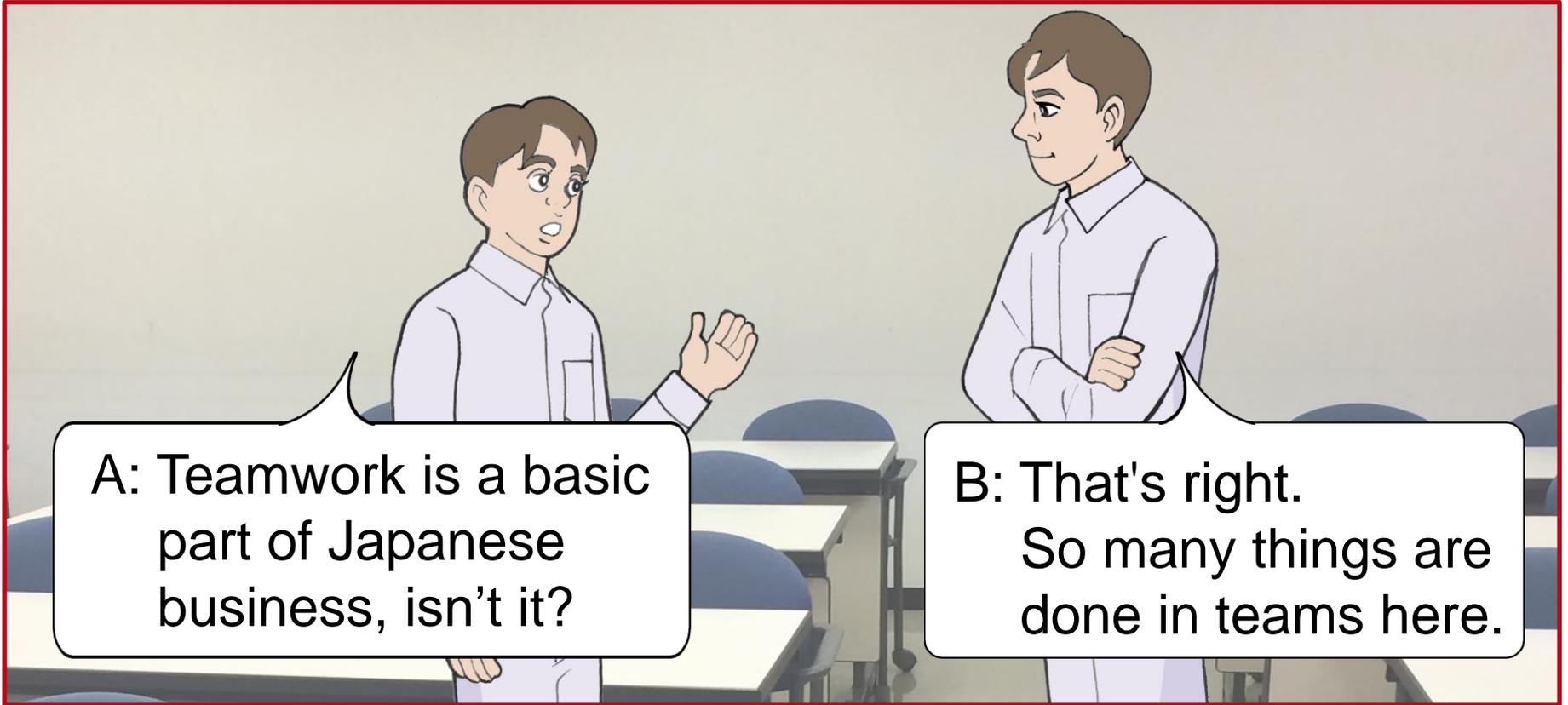
Text No. 2-3-1

Soft Skill Text for
Japan-India Institute for Manufacturing

Teamwork



Teamwork



A: Teamwork is a basic part of Japanese business, isn't it?

B: That's right.
So many things are done in teams here.

Teamwork



Hang in there.

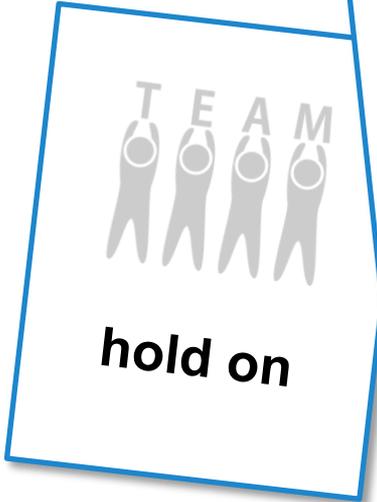
Keep your chin up!

Thanks for all your hard work.

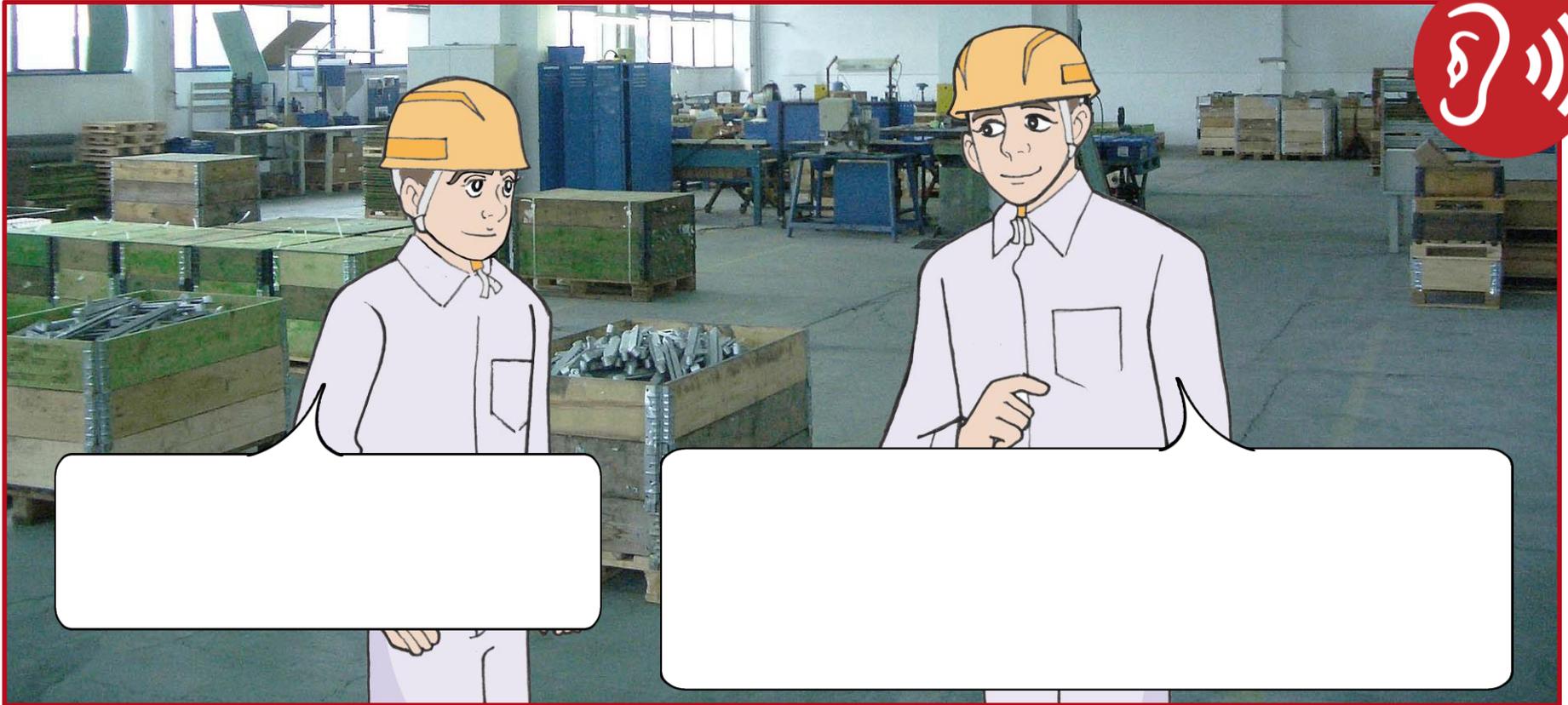
I think we can do better.

Let's do our best.

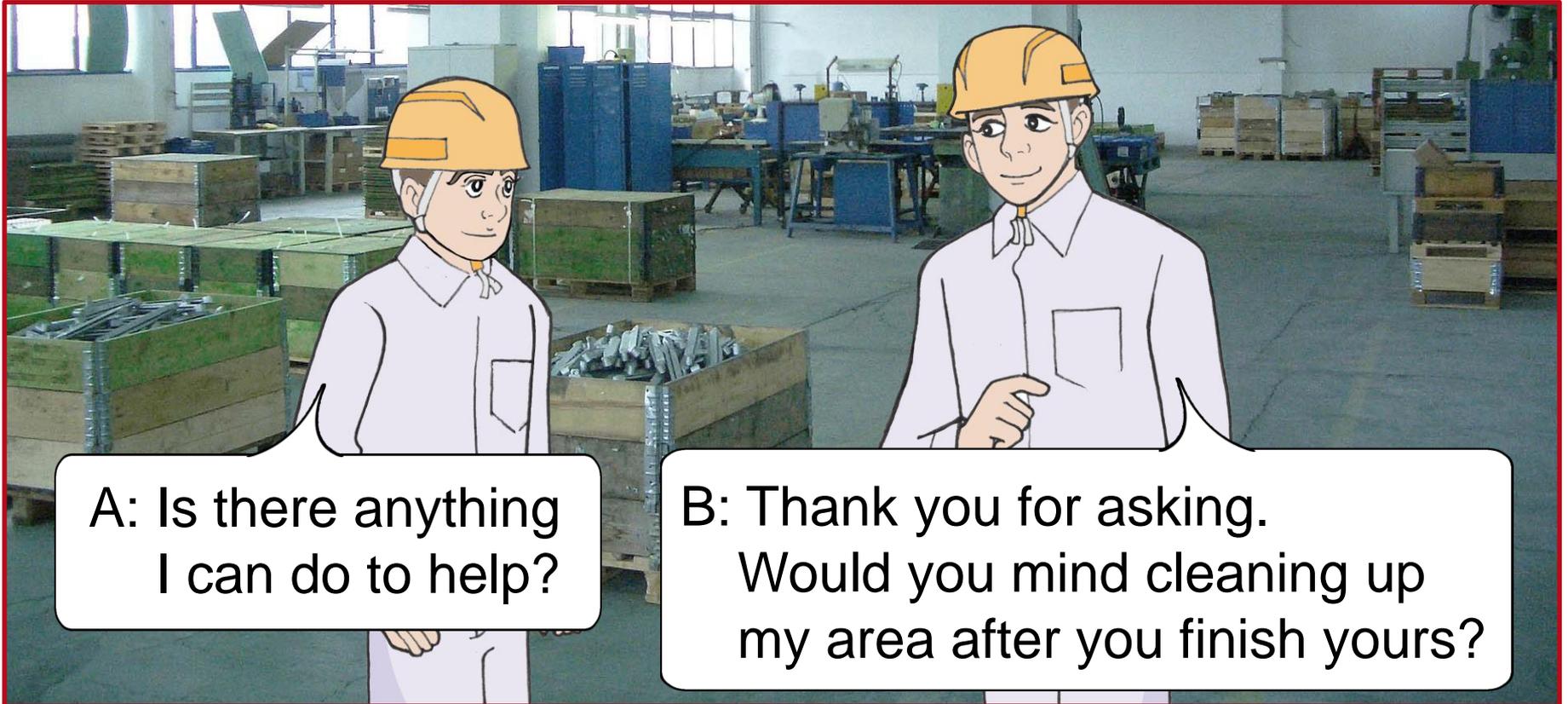
Teamwork



Cooperation



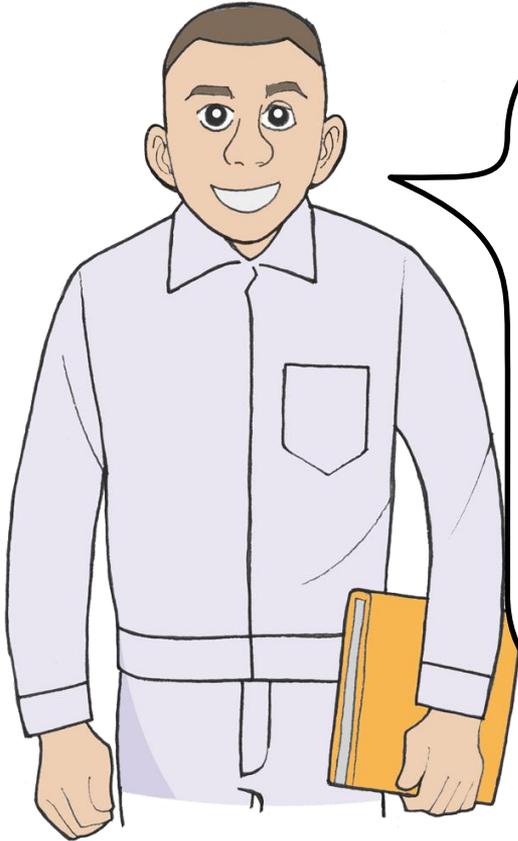
Cooperation



A: Is there anything I can do to help?

B: Thank you for asking. Would you mind cleaning up my area after you finish yours?

Cooperation



Could you give me a hand?

Let's show them what we can do.

What can I do to help?

Could you take charge of this?

Cooperation

Let's .



cooperate



go along



**work with
each other**

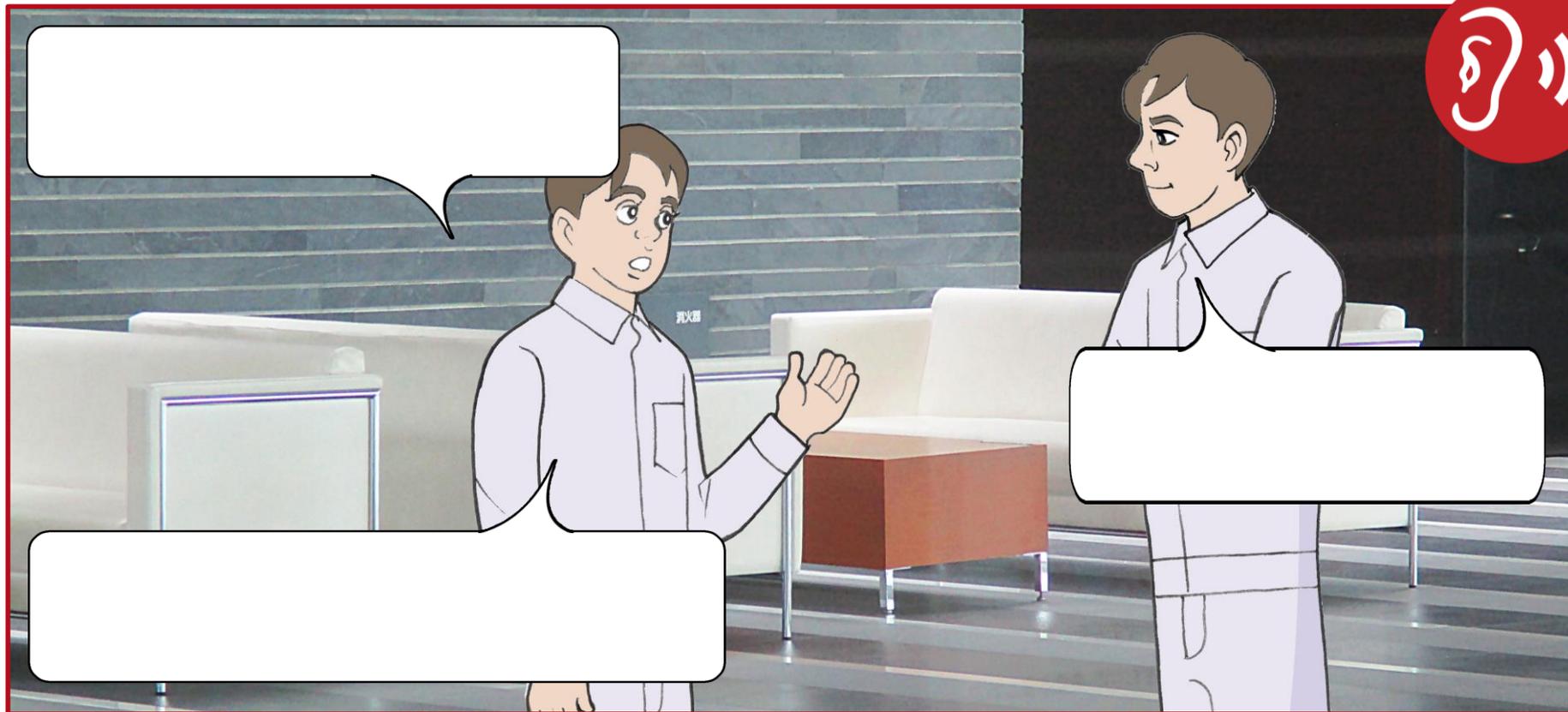


**come
together**

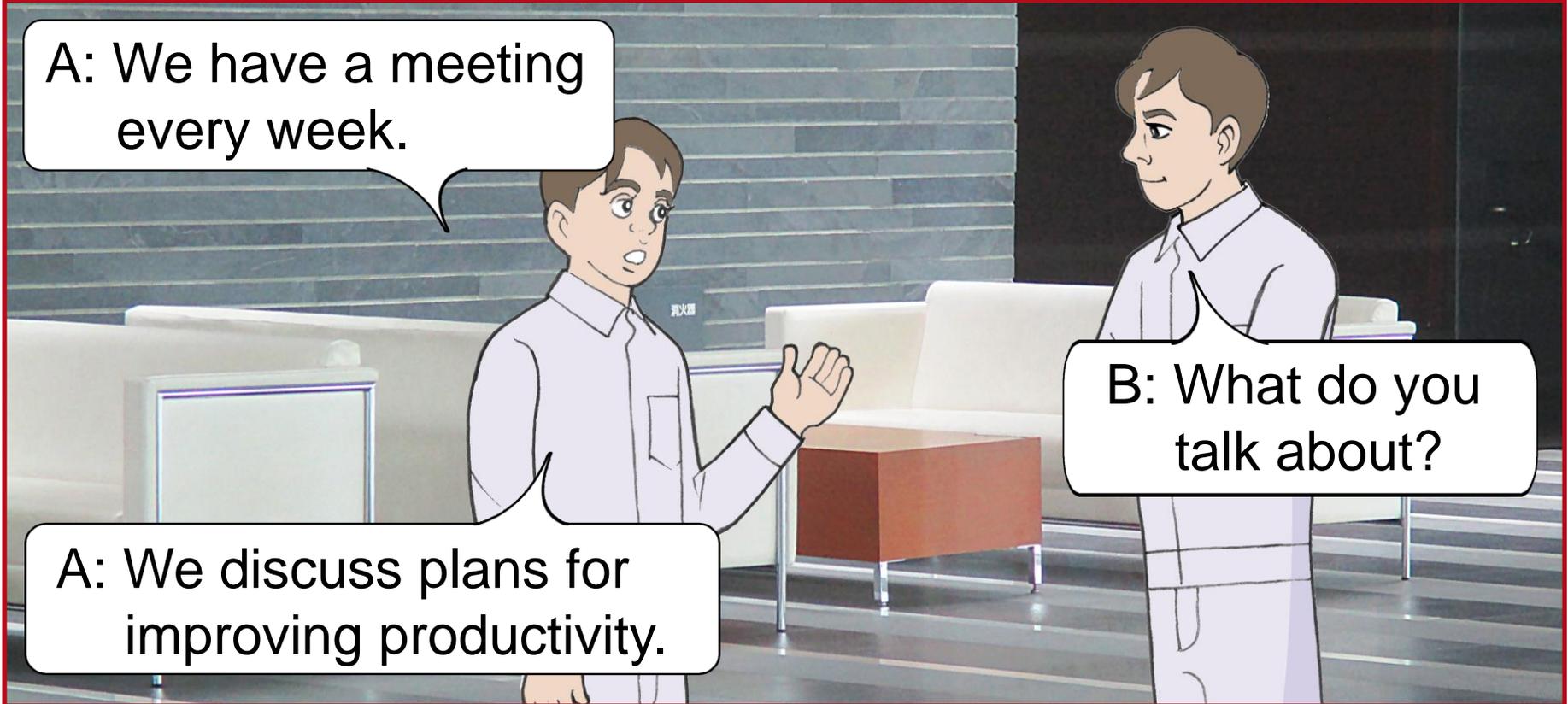


**help each
other out**

Meetings and discussions



Meetings and discussions



A: We have a meeting every week.

B: What do you talk about?

A: We discuss plans for improving productivity.

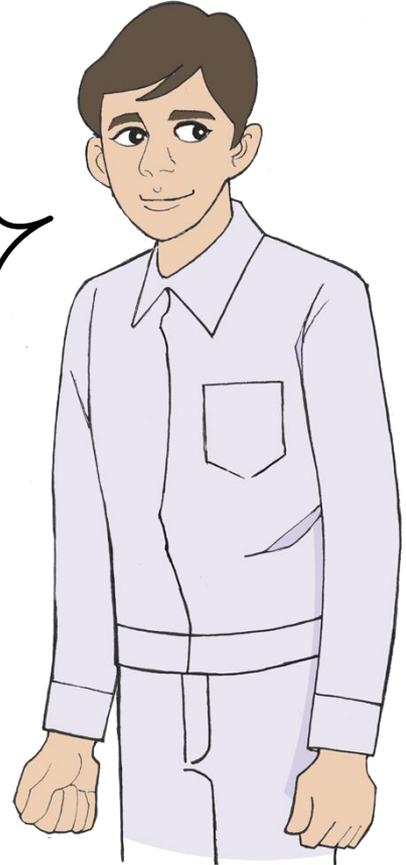
Meetings and discussions

What time is today's meeting?

Could I have a meeting with you?

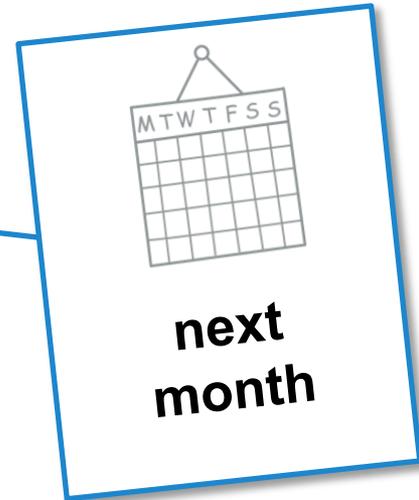
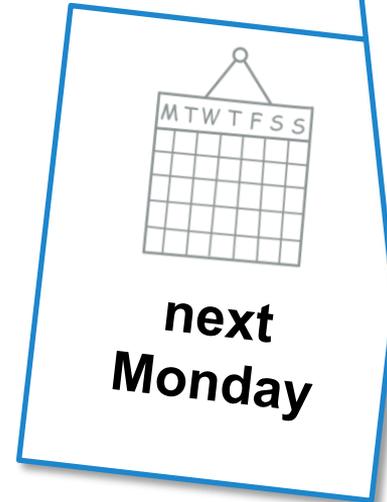
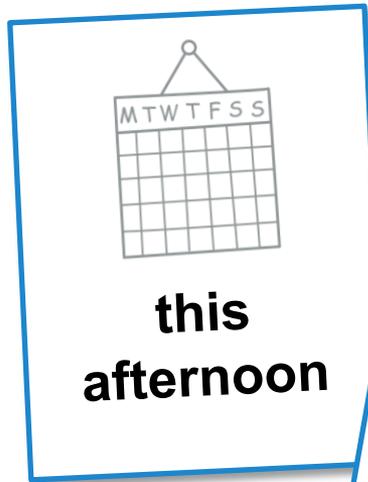
Could we have a brainstorming meeting later?

We're in the middle of a meeting.



Meetings and discussions

The meeting will be held tomorrow .



Working as a team



Working at a company is like participating in team sports such as soccer and hockey. There are problems that come from many people working together, but the joy of completing a task is many times greater than when you are working alone. Work that is impossible for one person becomes possible when done by a team. The secret of teamwork is consideration for each other and cooperation.

Working as a team

Discussion



Describe a time when you were glad to be working on a team.



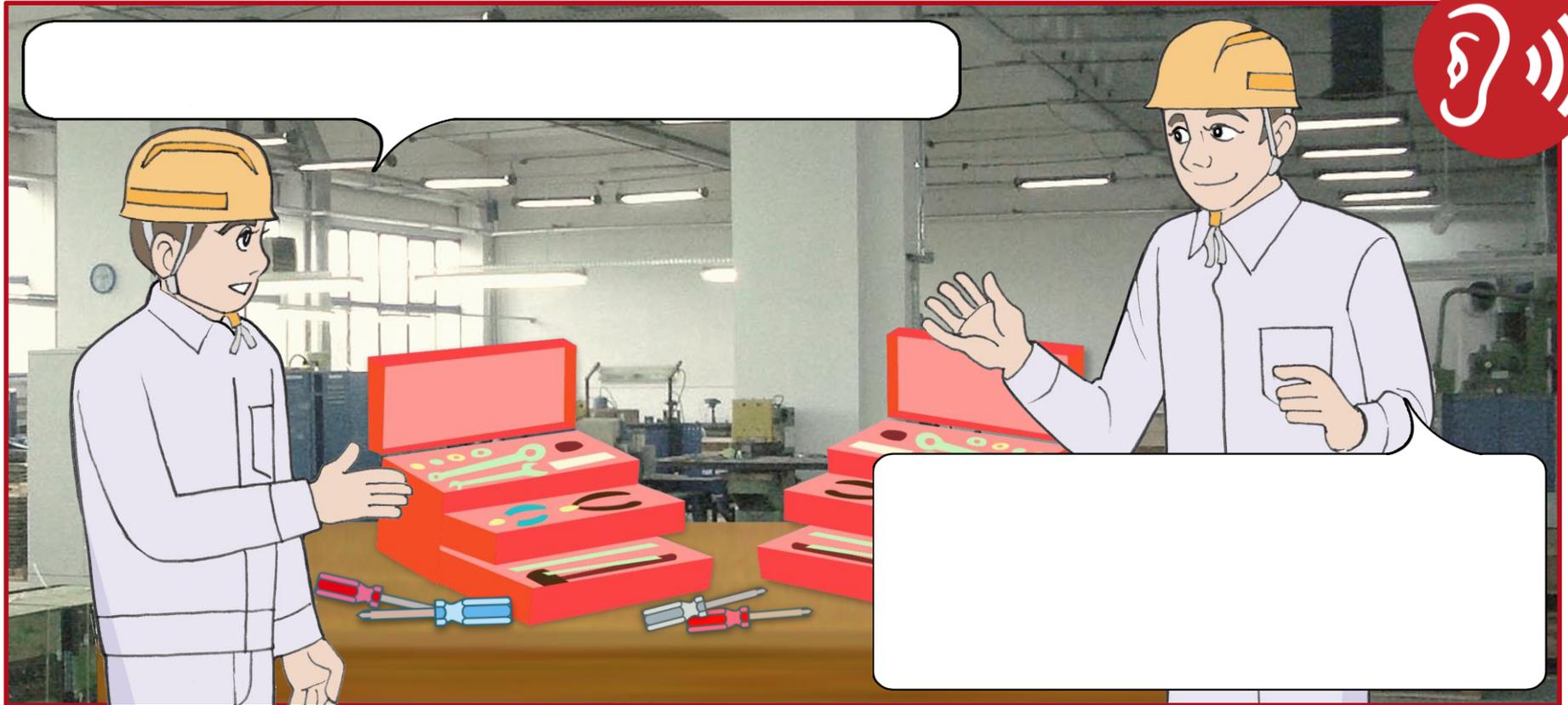
What are the important things to pay attention to when working in a team?

Basis of 5S

Text No. 2-3-2

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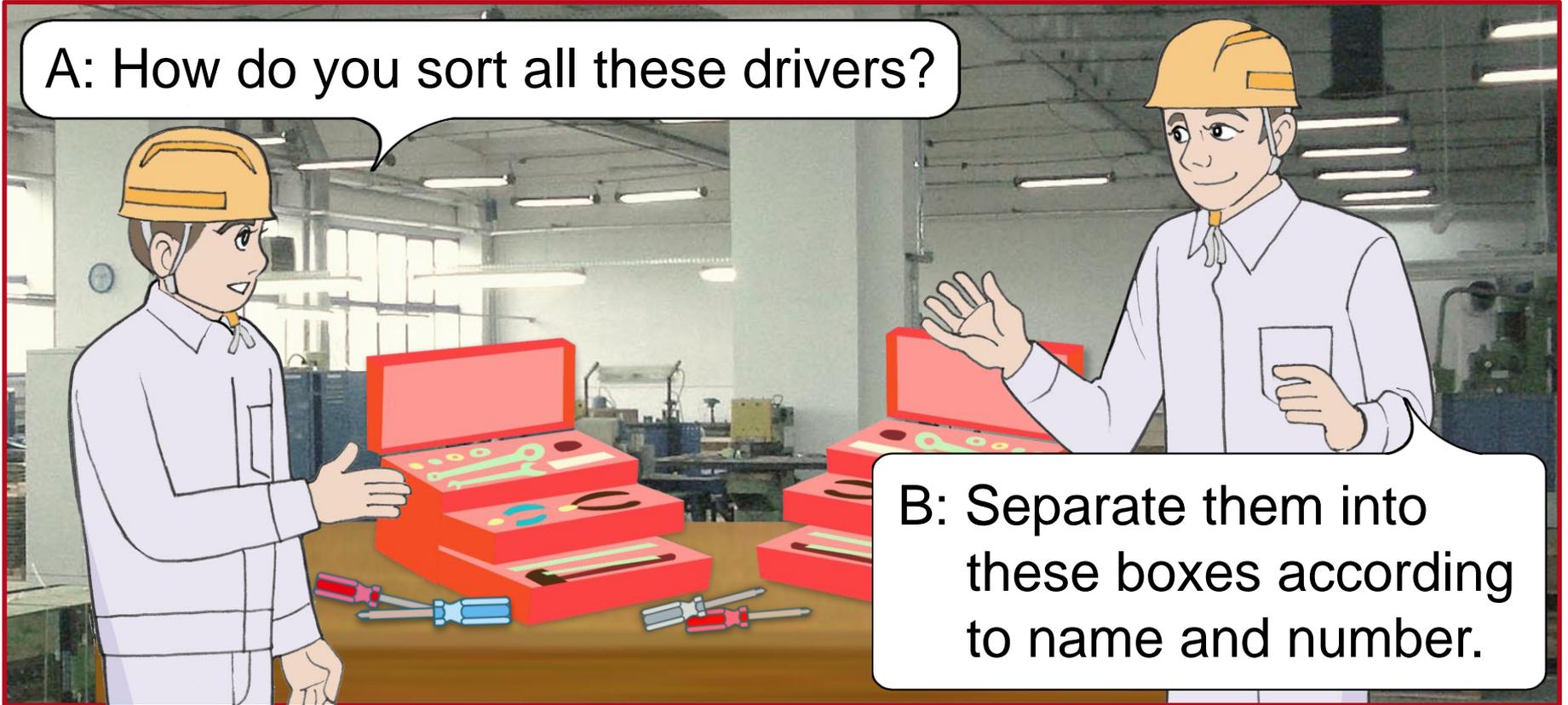
Tidiness



Tidiness

A: How do you sort all these drivers?

B: Separate them into these boxes according to name and number.



Tidiness



Always return the tools to their storage place.

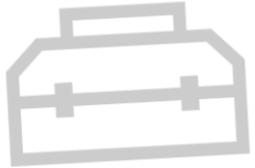
All tools need to be returned to their proper containers.

Don't put anything directly on the floor.

Did you finish sorting the non-conforming parts?

Tidiness

Could you return the **parts** to their original place?



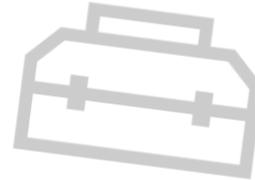
bolts



nuts



nails

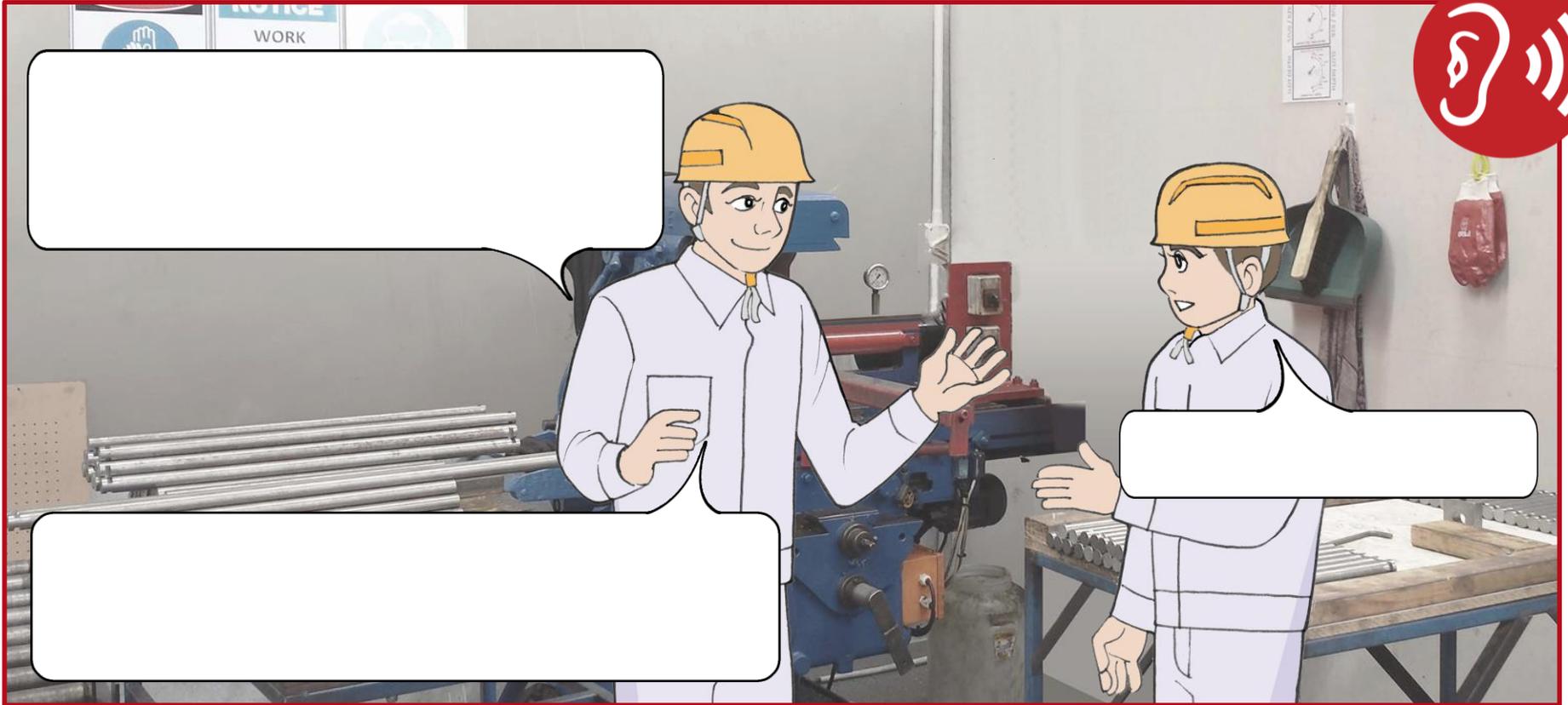


sockets

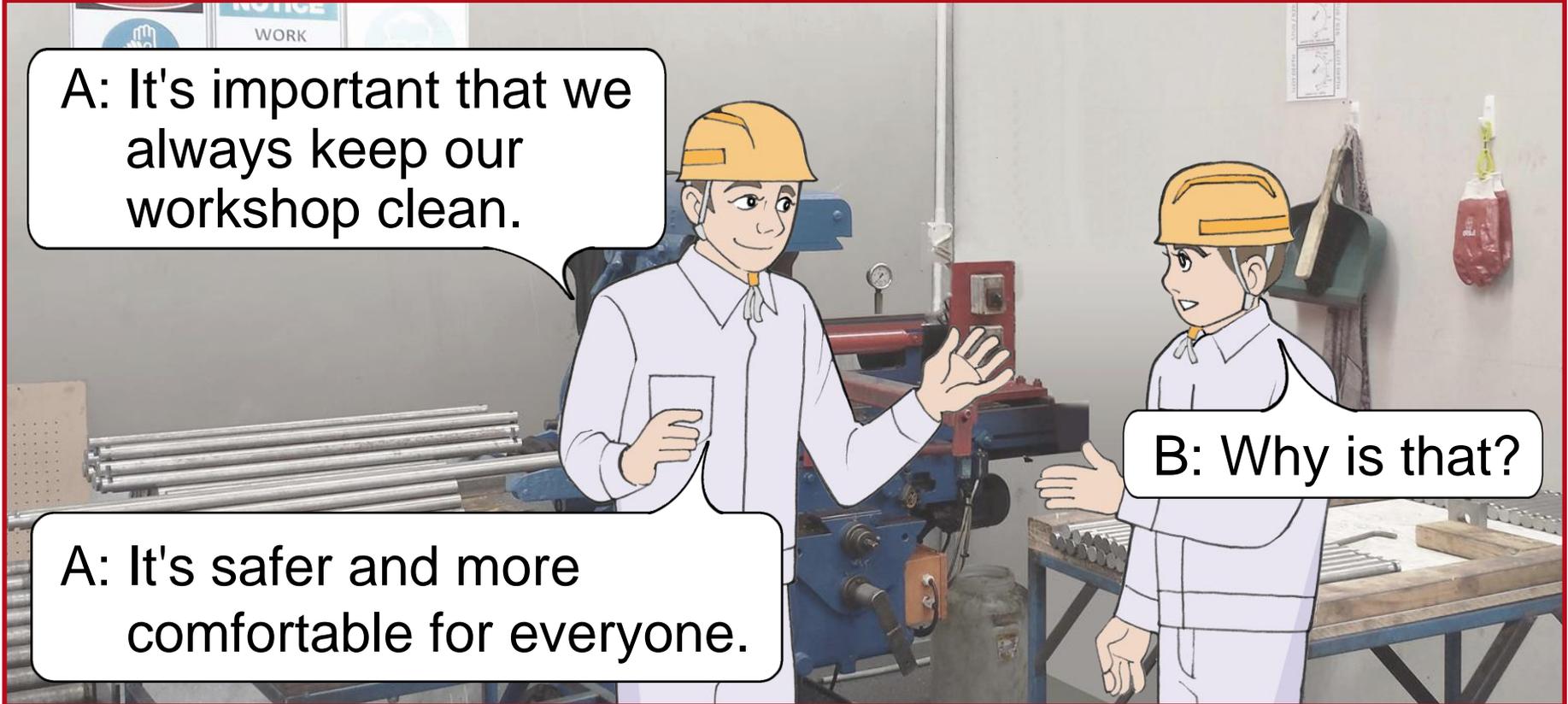


pieces

Cleanliness



Cleanliness

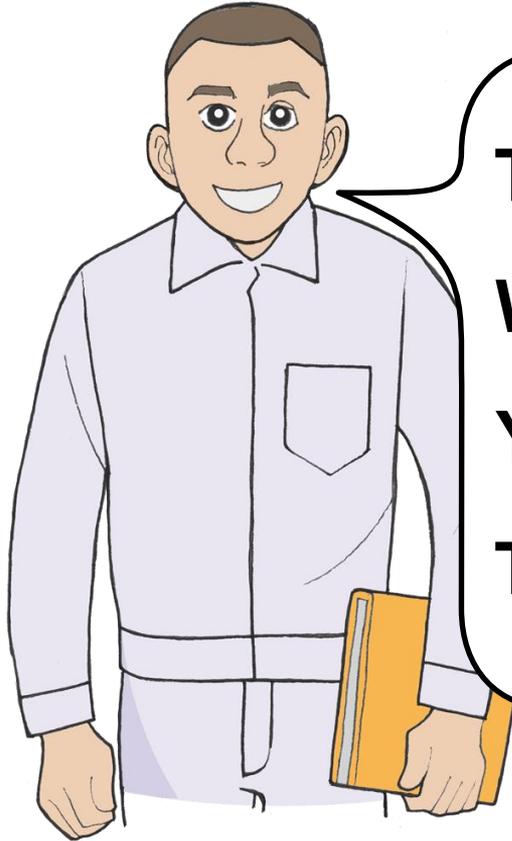


A: It's important that we always keep our workshop clean.

B: Why is that?

A: It's safer and more comfortable for everyone.

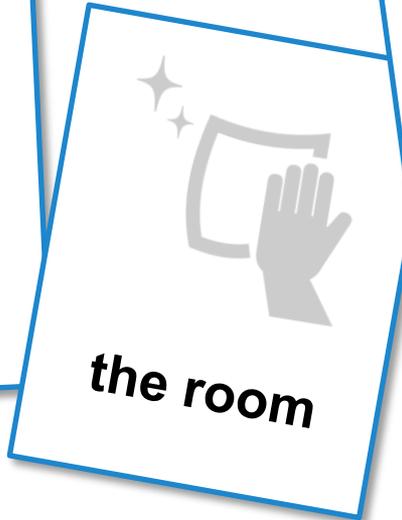
Cleanliness



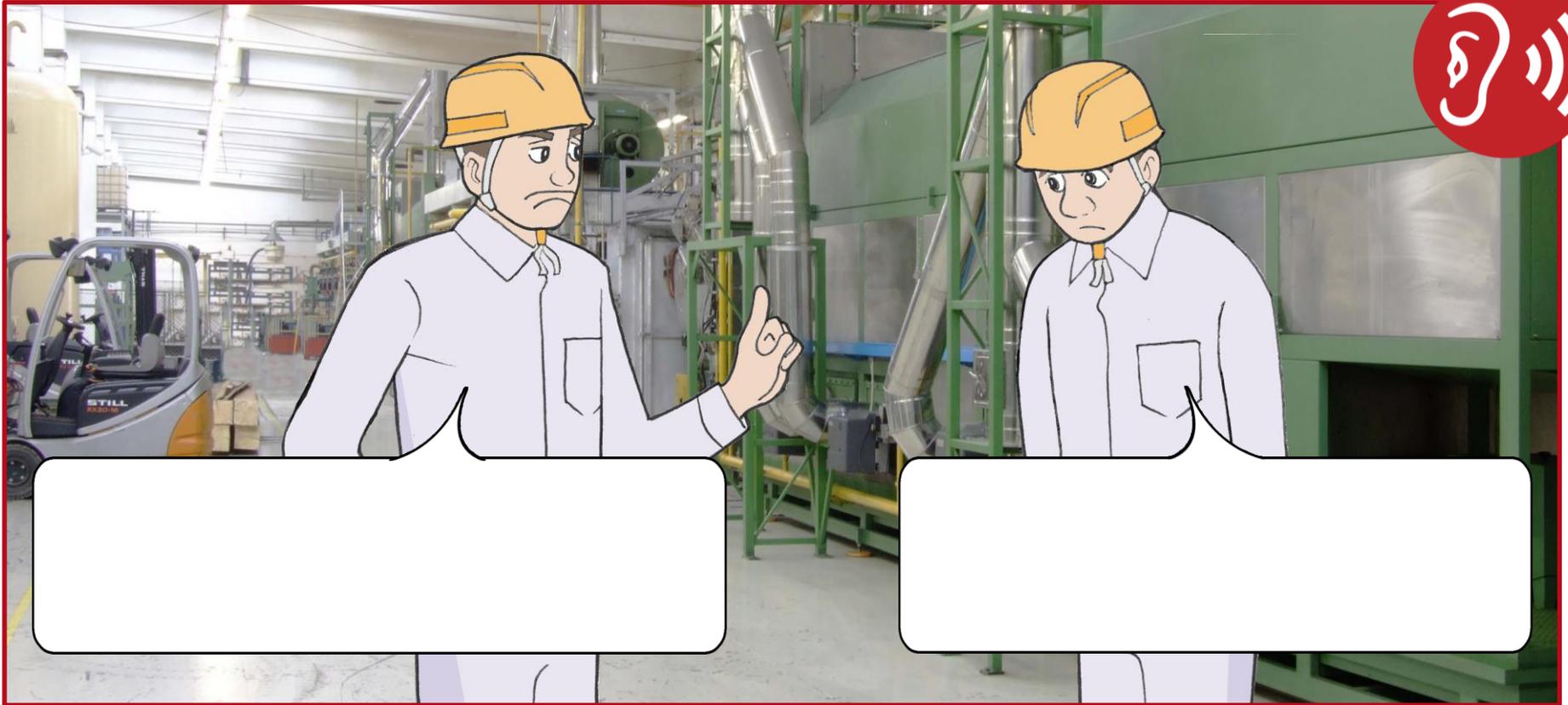
Try not to spill anything on the floor.
We need to keep our hands sanitised.
You need to clean this area every week.
Try to clean this up as soon as possible.

Cleanliness

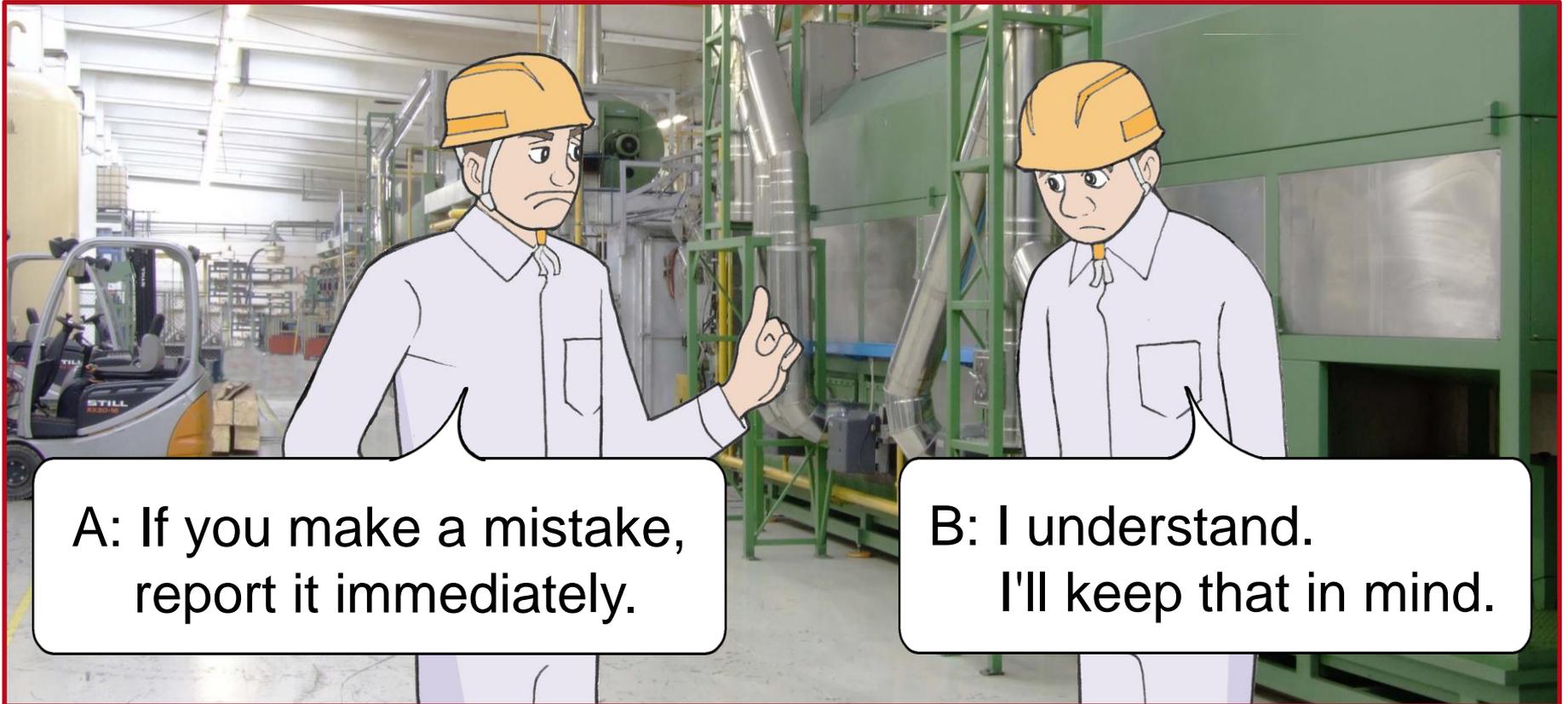
Please keep **this area** clean.



Manners and attitude



Manners and attitude



A: If you make a mistake,
report it immediately.

B: I understand.
I'll keep that in mind.

Manners and attitude

Don't put the blame on other people.

Don't make the same mistake again.

You have to concentrate on your work.

It's important that you report any problems.

Do your best to avoid mistakes.



Manners and attitude



I'm sorry



sorry for



apologise

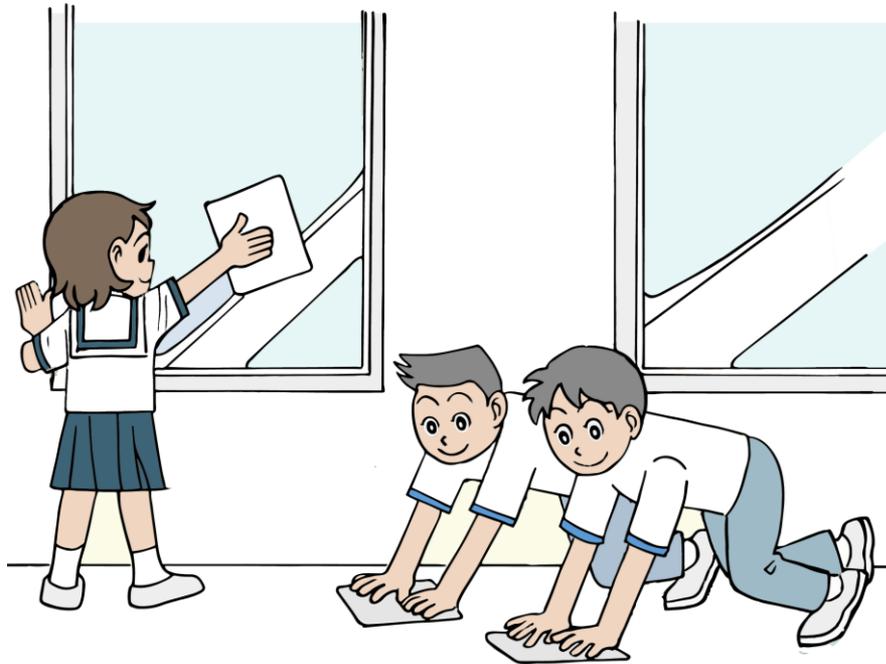


apology



my mistake

Cleaning activities



In Japanese schools, students start to do cleaning from the first year of elementary school. Each day usually after lunch, students break into small groups and clean the classrooms, bathrooms and other common areas. Responsibilities are rotated, and upper-grades students help those in the lower grades. This system has helped to make people think about the importance of cleaning, and it makes everyone aware that cleaning is everyone's responsibility.

Cleaning activities

Discussion



Do you do cleaning on your own without being told?



What are some good ways to keep the work environment clean?

Rules and signs

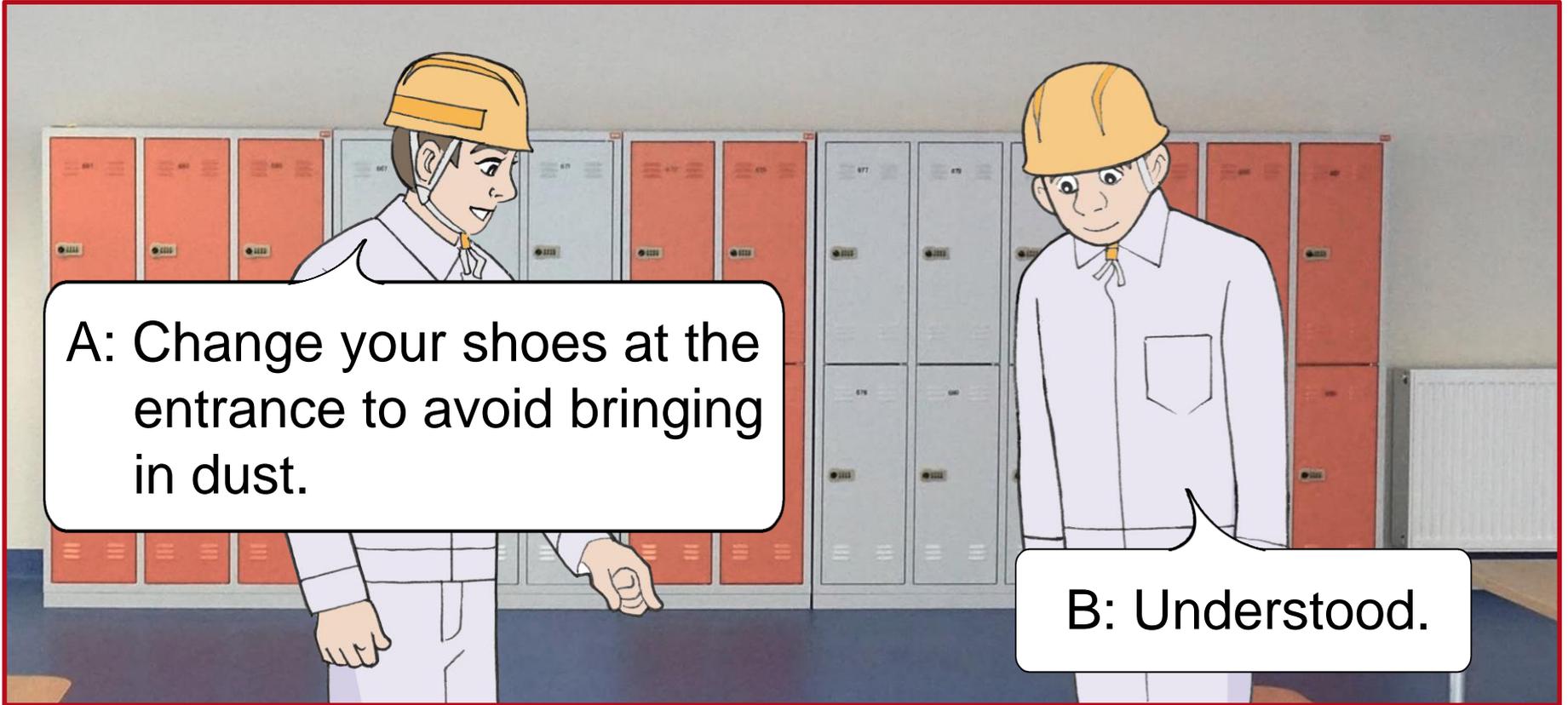
Text No. 2-3-3

Soft Skill Text for
Japan-India Institute for Manufacturing

Sanitary control



Sanitary control



Sanitary control



Take off your shoes at the front door.

Keep all personal belongings in your lockers.

Don't take any tools or equipment out of the factory.

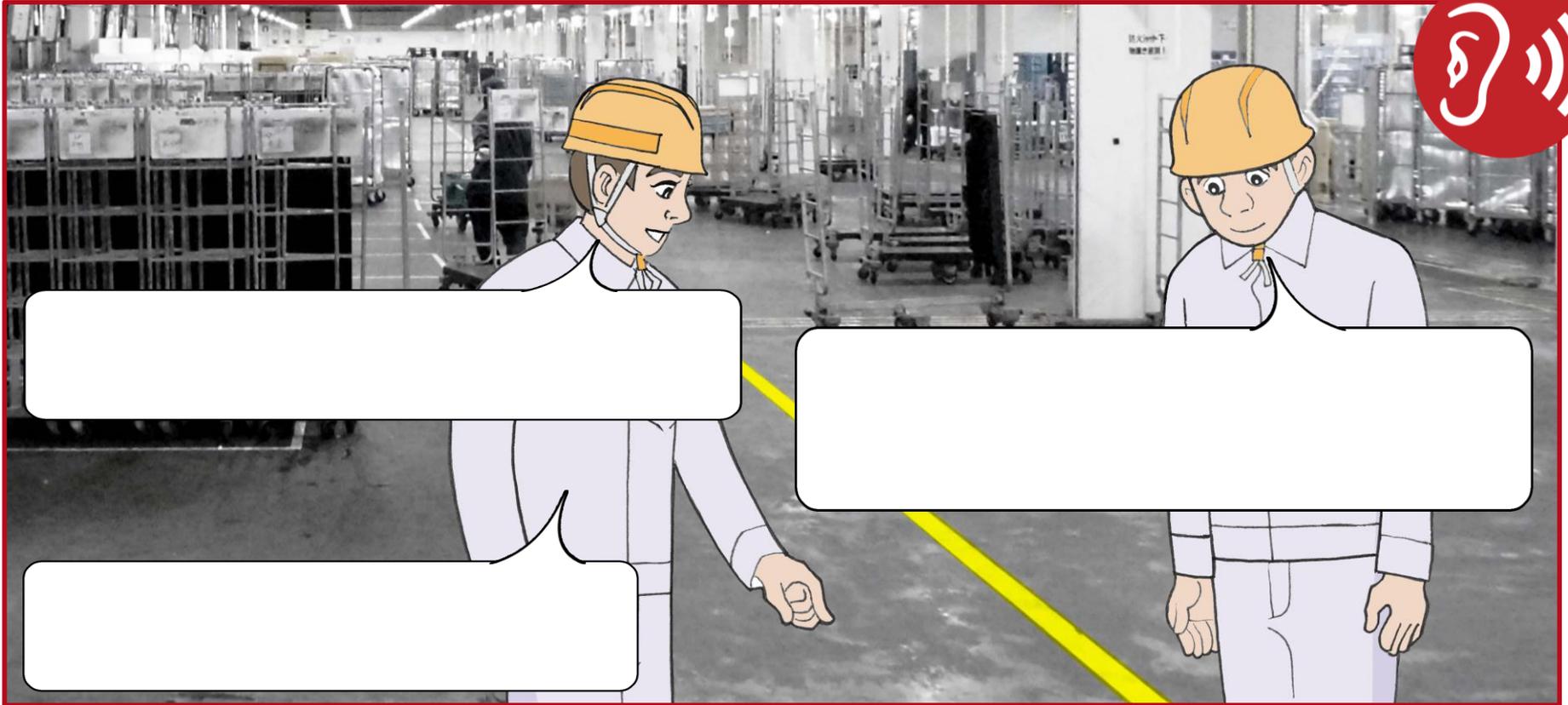
Works-in-progress must be kept in the storage room.

Sanitary control

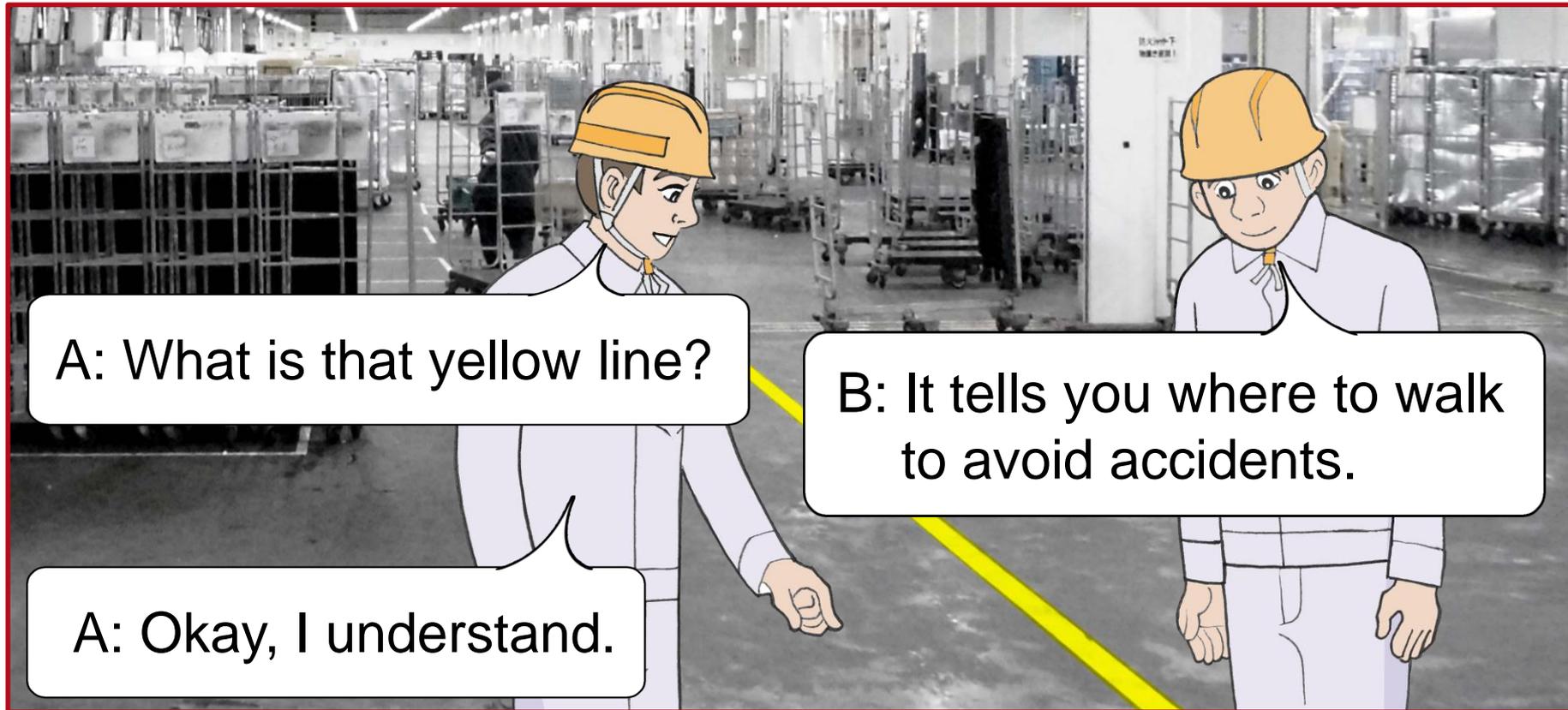
No **food** or **drink** is allowed in the work area.



Safety precautions at the workplace



Safety precautions at the workplace

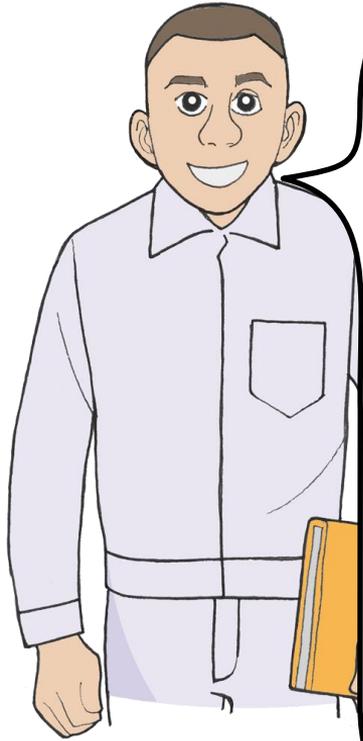


A: What is that yellow line?

B: It tells you where to walk to avoid accidents.

A: Okay, I understand.

Safety precautions at the workplace



Please walk within the yellow lines in the factory.

Keep production equipment within the white lines.

Products in progress are within the blue lines.

Red lines are for defective parts and scrap.

Please be very careful around the black and yellow lines.

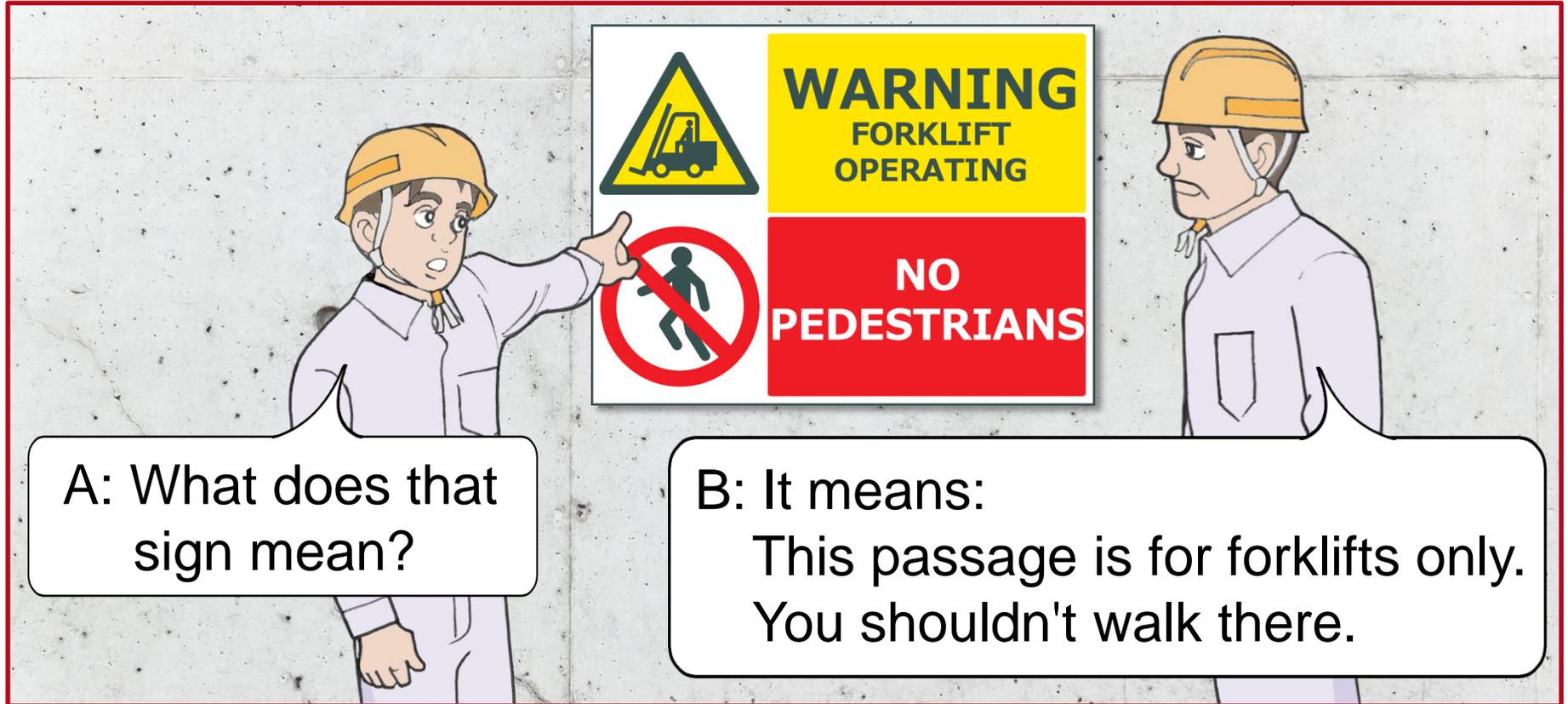
Safety precautions at the workplace



Factory signs



Factory signs



A: What does that sign mean?

B: It means:
This passage is for forklifts only.
You shouldn't walk there.

Factory signs

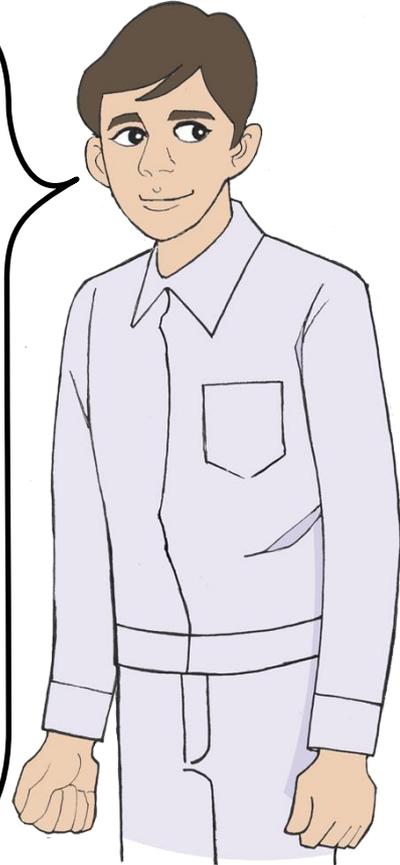
This sign says there are rotating parts.

Store chemical waste in areas with this sign.

These signs show the emergency doors and exits.

Put recyclable items in containers with this sign.

This sign means the door swings inward.



Factory signs



caution



look out



danger



notice



warning

Understanding and following rules and signs



In factories, you'll see warning signs all around you as a reminder to practice safety, so be sure to pay attention when you see these signs. In general, NOTICE signs tend to indicate new information. CAUTION signs mean you need to be careful. WARNING signs mean use need to be careful, and DANGER signs inform you of the possibility of an accident.

Understanding and following rules and signs

Discussion



Have you ever experienced a situation at work when you felt in danger? What did you do?



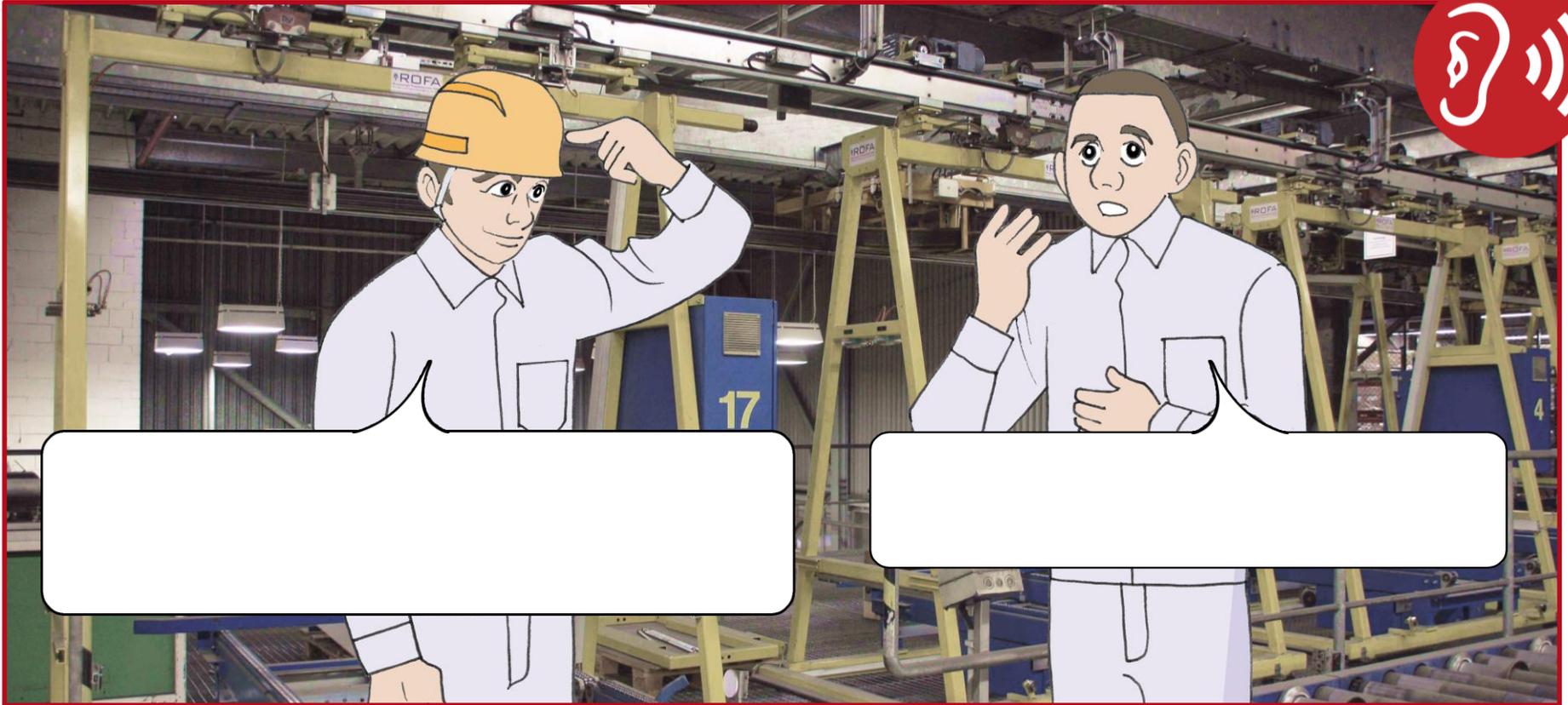
What are the hazards in your current job? How can they be avoided?

Things you wear and use

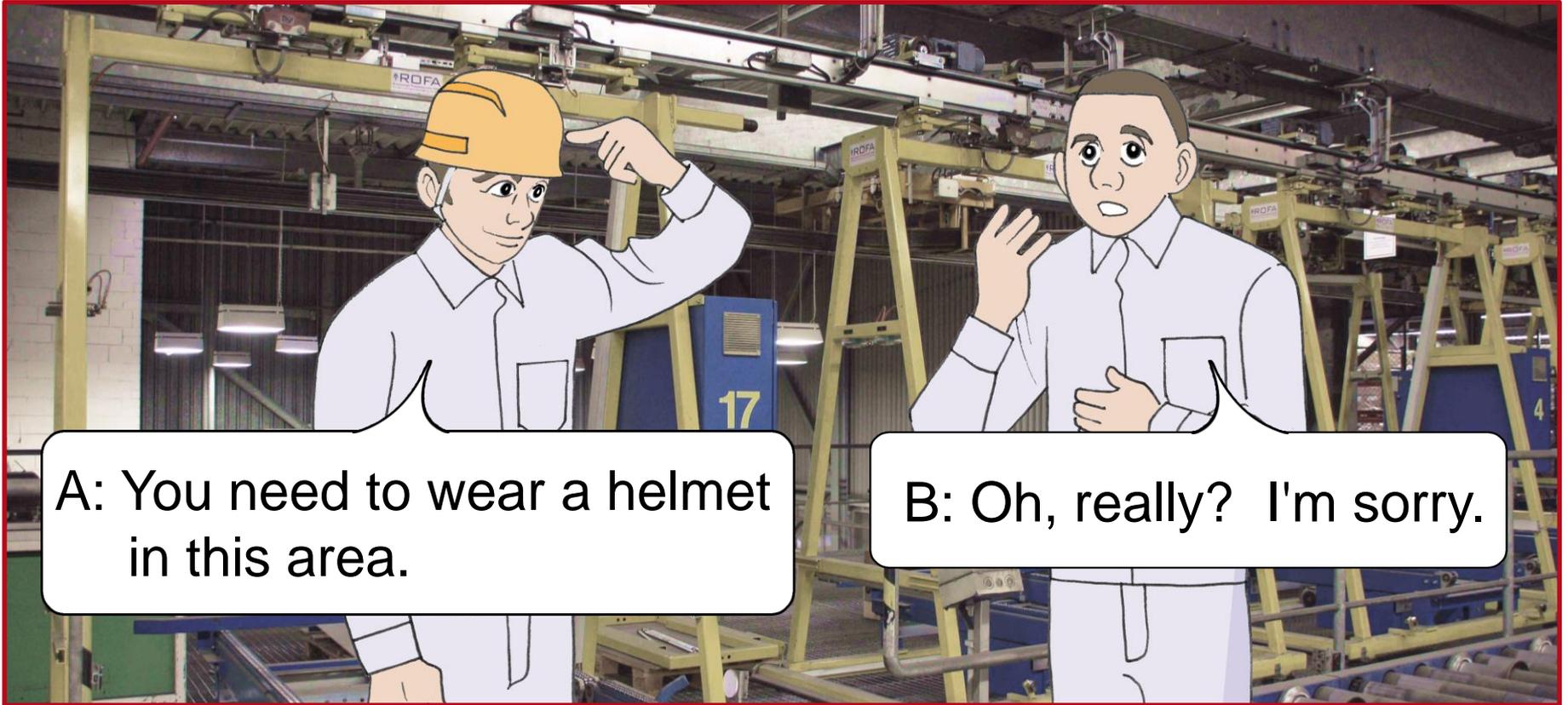
Text No. 2-3-4

Soft Skill Text for
Japan-India Institute for Manufacturing

Work clothes



Work clothes



A: You need to wear a helmet in this area.

B: Oh, really? I'm sorry.

Work clothes



Gloves are required here.

Don't bring in any personal things.

Take off your shoes before you enter this room.

Do I always need to wear a cap here?

Work clothes

You need to use a protective mask .



**a safety
helmet**



safety boots



**safety
goggles**

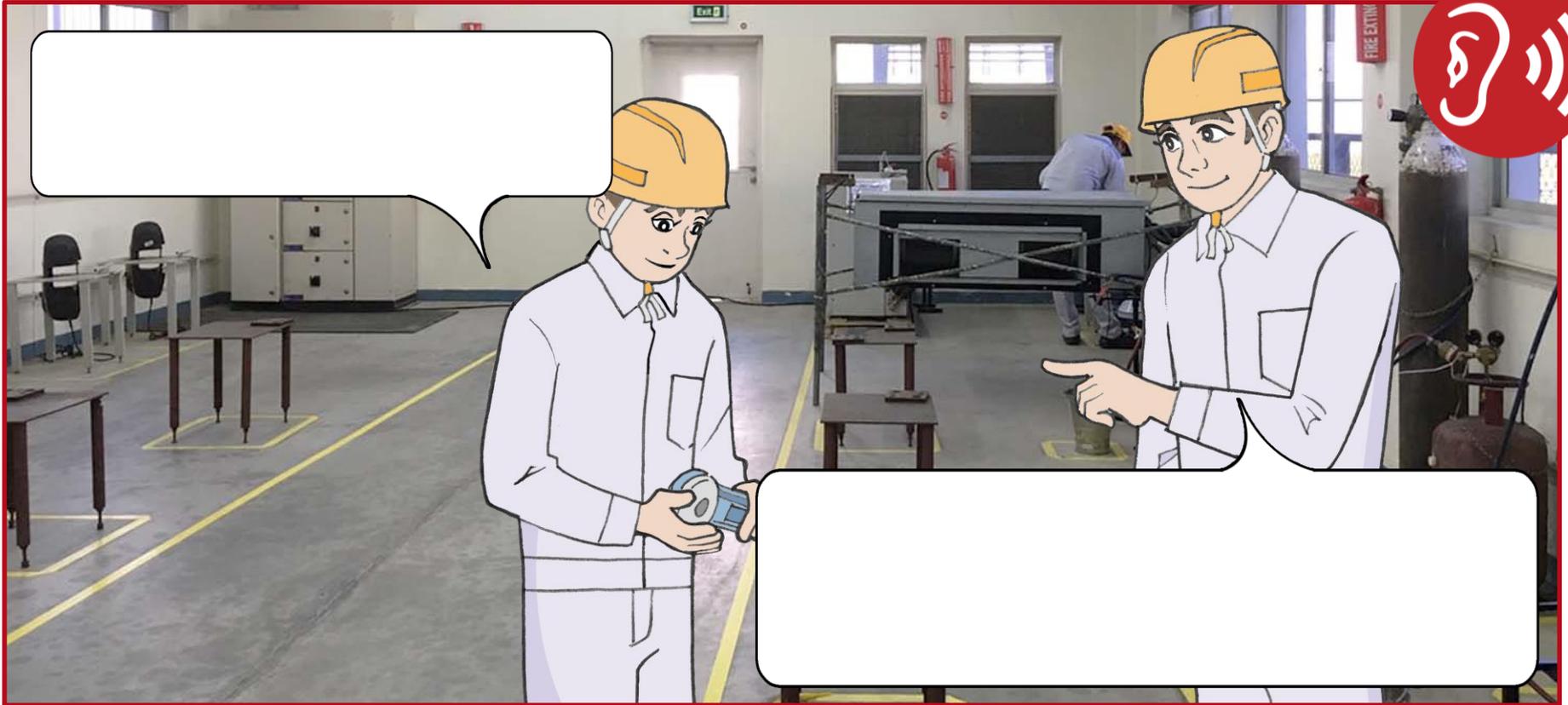


**safety
glasses**

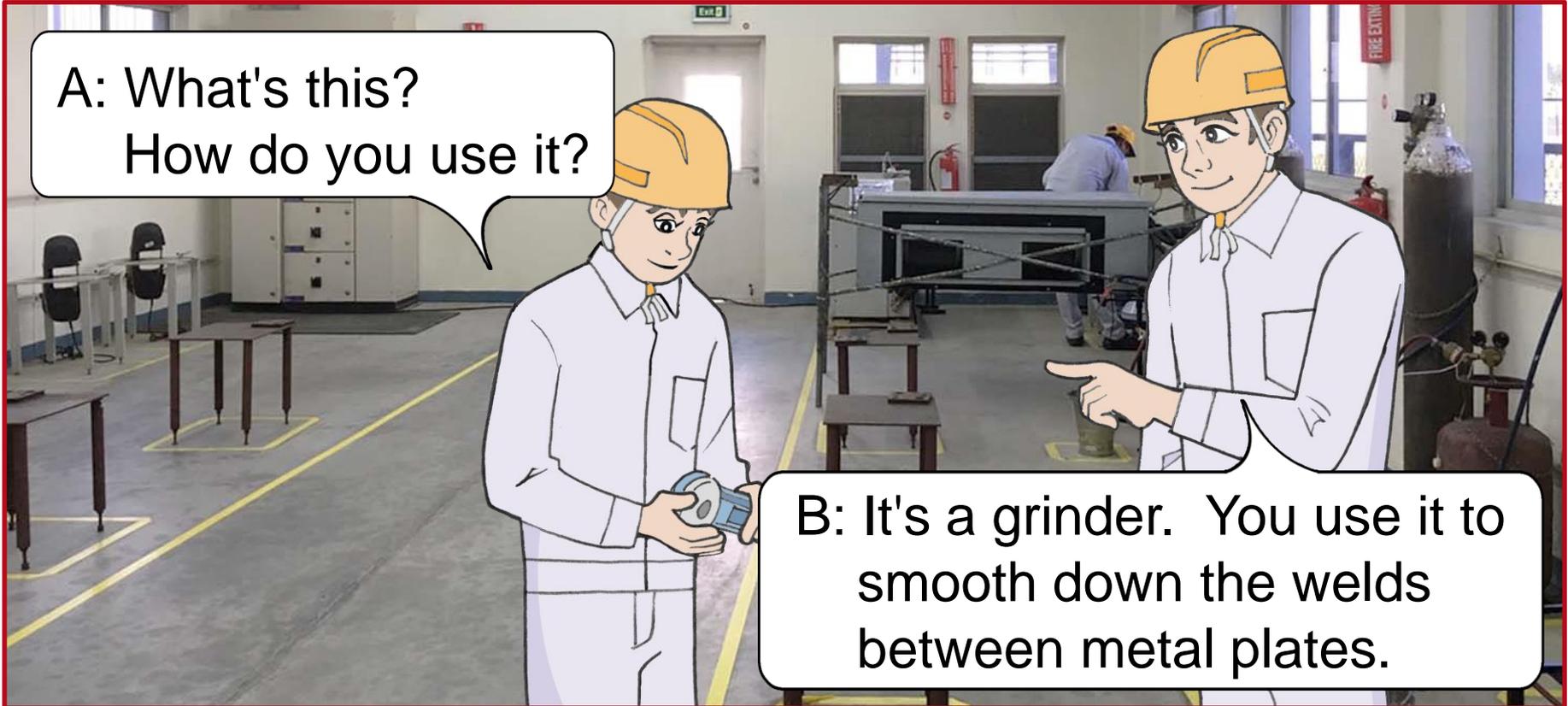


**a safety
harness**

Tool names and how they're used



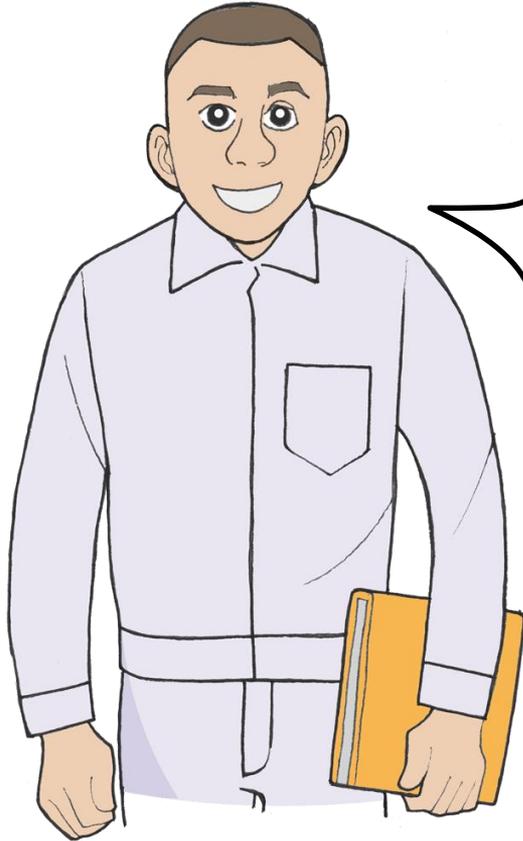
Tool names and how they're used



A: What's this?
How do you use it?

B: It's a grinder. You use it to smooth down the welds between metal plates.

Tool names and how they're used



What do you call this tool?

What's it for?

How do I use it?

You use it to tighten screws.

Tool names and how they're used

That's a tool .



mallet



set of pliers



**flat
screwdriver**

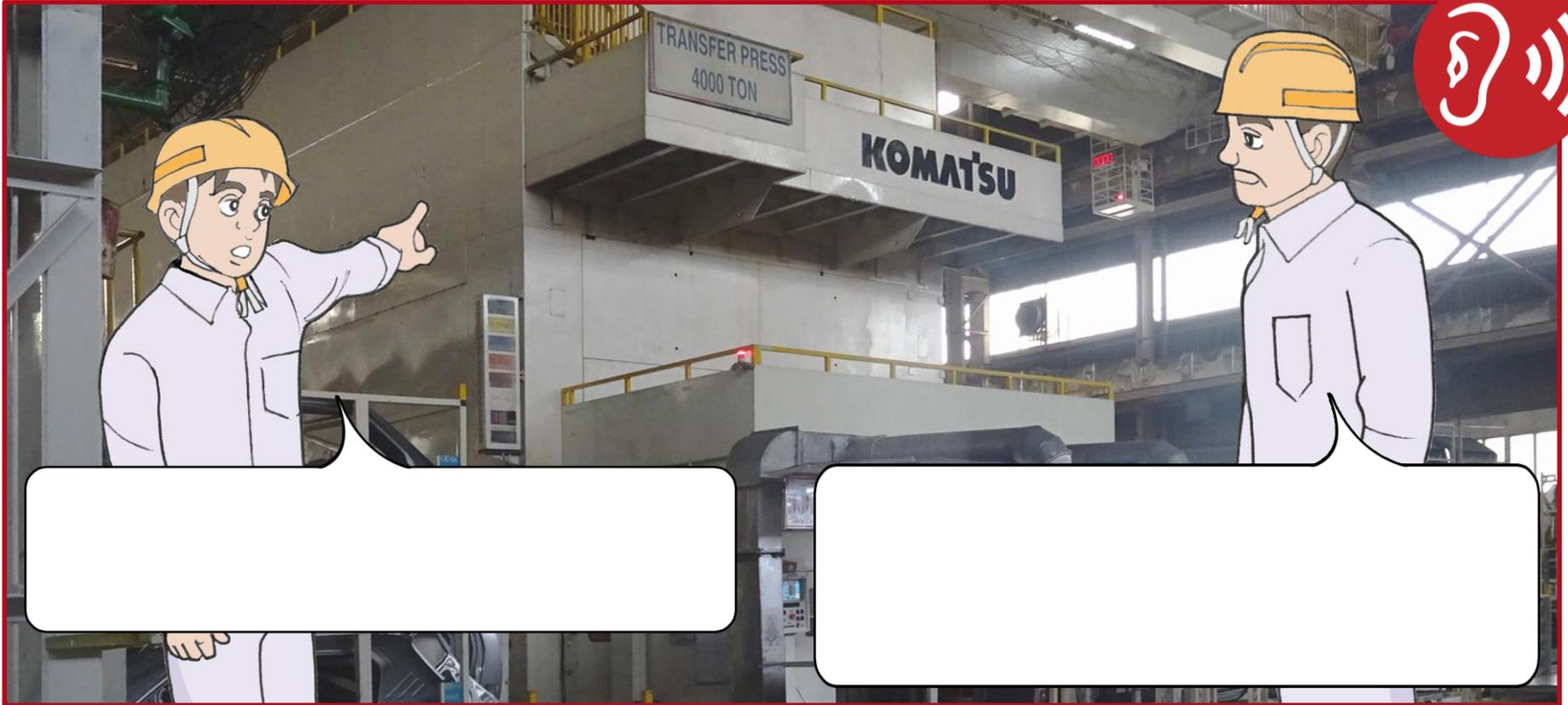


**Phillips
screwdriver**

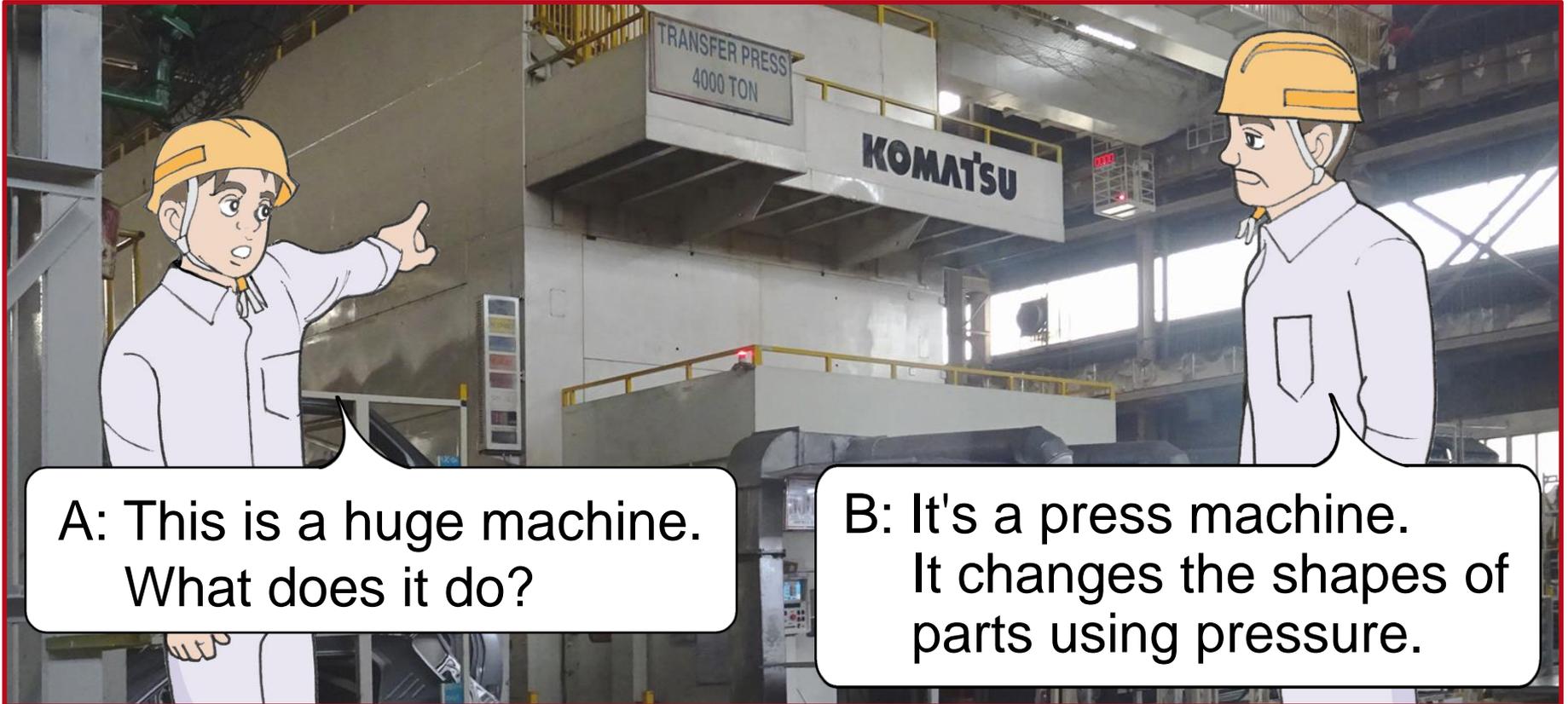


**combination
wrench**

Machine names and how they're used



Machine names and how they're used



A: This is a huge machine.
What does it do?

B: It's a press machine.
It changes the shapes of
parts using pressure.

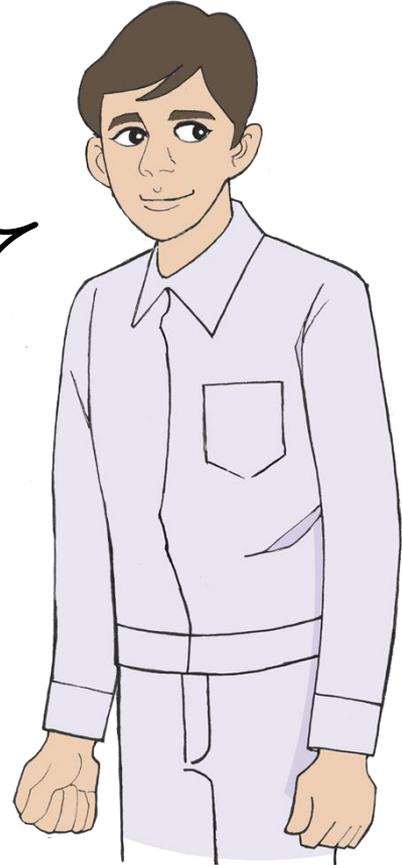
Machine names and how they're used

What do you do with it?

It makes a hole in iron plates.

It removes dust particles.

We use it to cut wood.



Machine names and how they're used

Don't touch the machine .



forklift



**hammer
crusher**



**welding
machine**

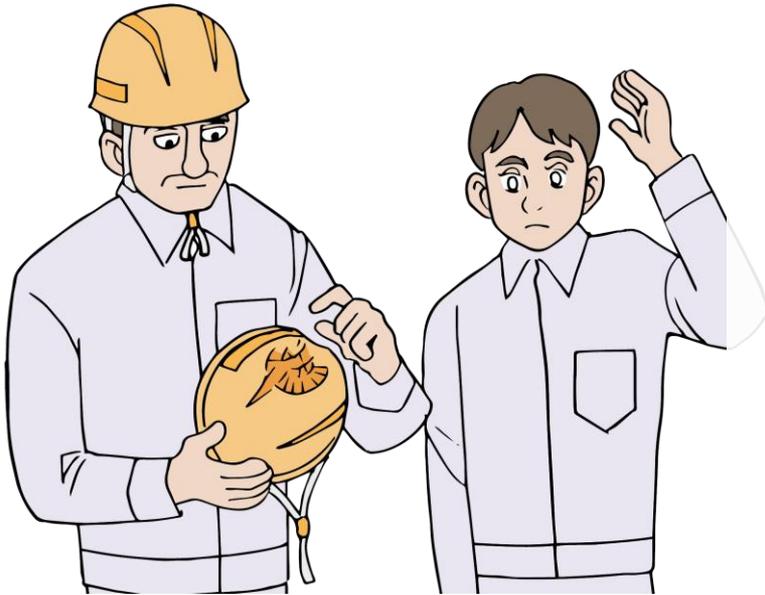


**rotating
parts**



conveyor

Work clothes and safety



In order to prevent accidents, appropriate workplace clothing is required. Helmets are especially important for preventing head injuries. On an average, a helmet can be used for up to one year, but based on temperature, humidity, and usage, it might need to be replaced sooner. If you notice any cracks or dents in your helmet, replace it immediately. Keep all your clothes and equipment in good condition. Your life might depend on it.

Work clothes and safety

Discussion



**What kind of safety items do you use at work?
Do you know what parts of the body they protect?**



Do you know how to use the safety items at work?

Manual labour

Text No. 2-3-5

Soft Skill Text for
Japan-India Institute for Manufacturing

Assembly



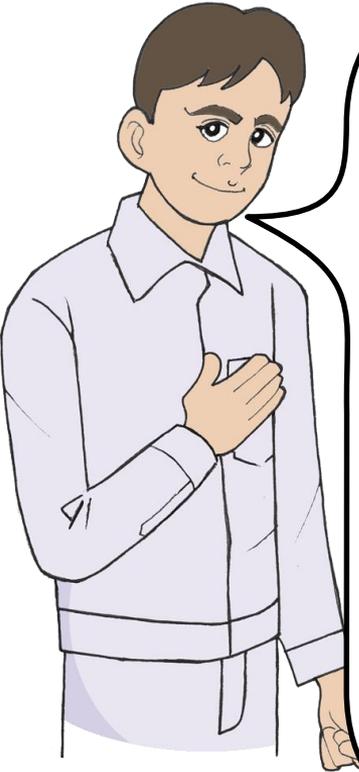
Assembly

A: How should I put these units together?

B: Use the screwdriver to put them together.



Assembly



Make sure to put the base of the machine together first.

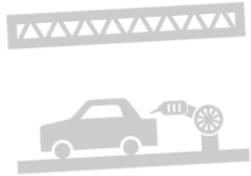
We need at least five people to put together this machine.

Let's try to assemble at least 2,000 computer units by the end of the day.

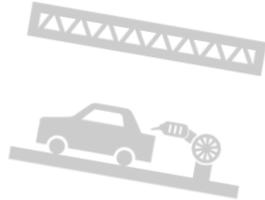
Use the instruction manual to put the phones together.

Assembly

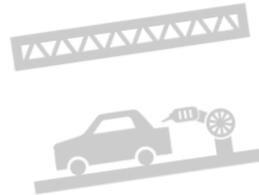
The machine has to be assembled by hand .



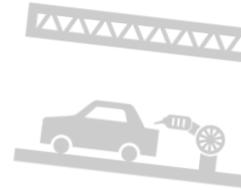
with tools



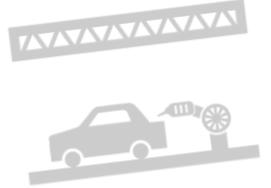
**on an
assembly
line**



**with
the robot**

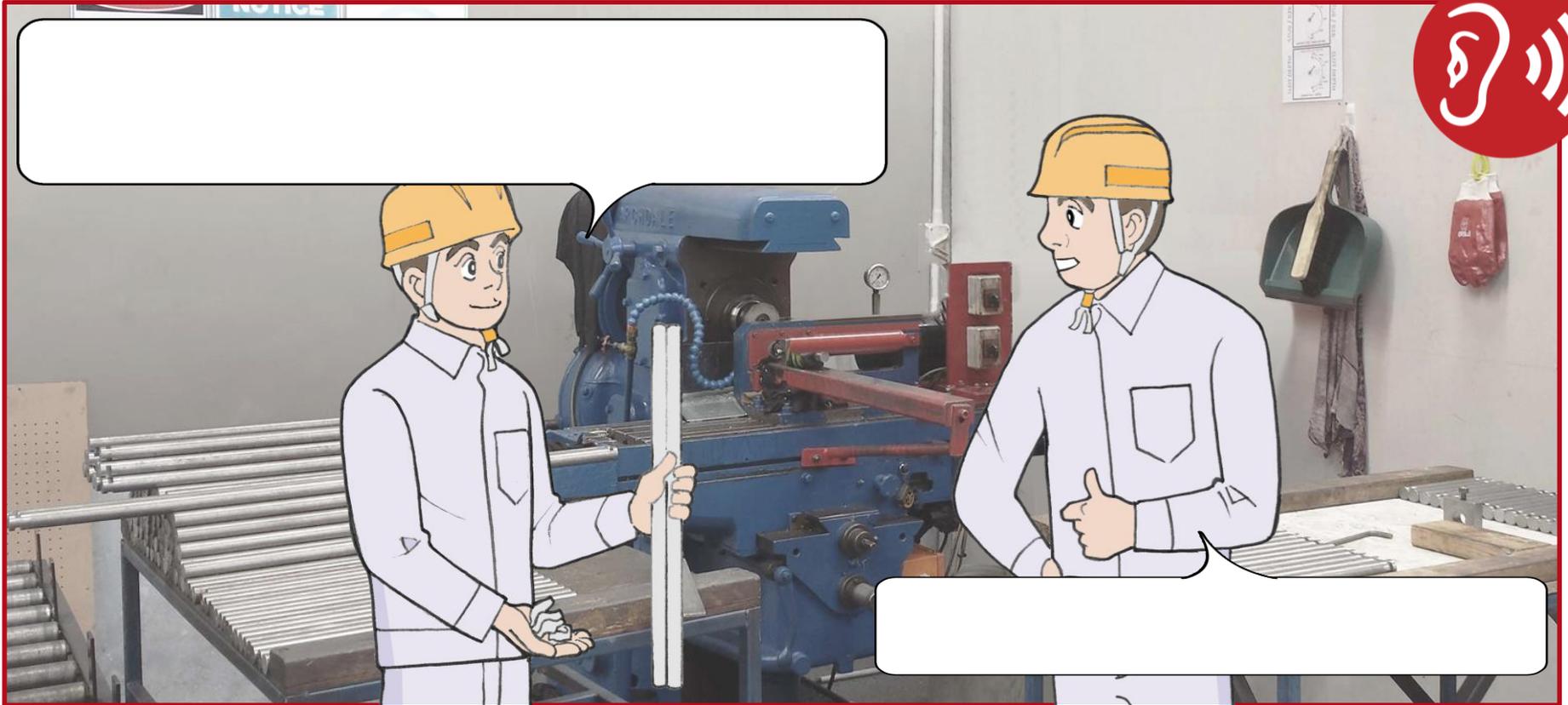


**with machine
tools**



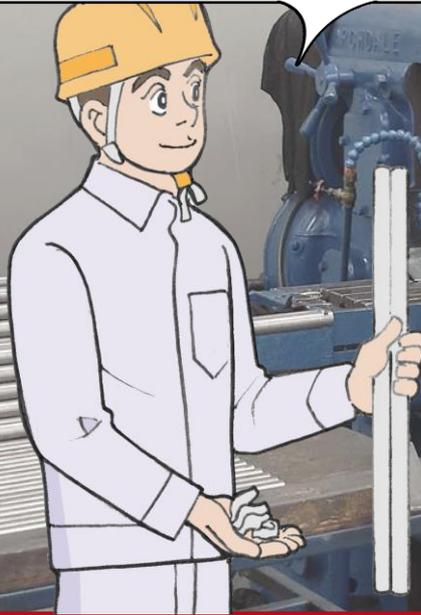
**based on the
instruction
manual**

Connecting/Cutting



Connecting/Cutting

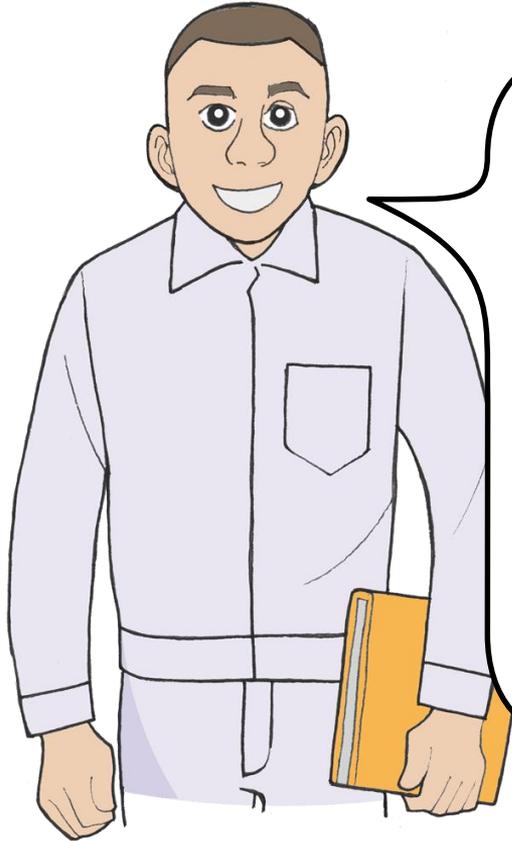
A: Please connect these two bars with those nuts and bolts.



B: Okay, I'll take care of it.



Connecting/Cutting



How should I cut this wooden plank?

Where is the saw?

How many screws do I need for this?

You can saw the wooden plank in half with this.

Connecting/Cutting

Use the **super glue** to connect the pieces together.



adhesive



screws



bolts

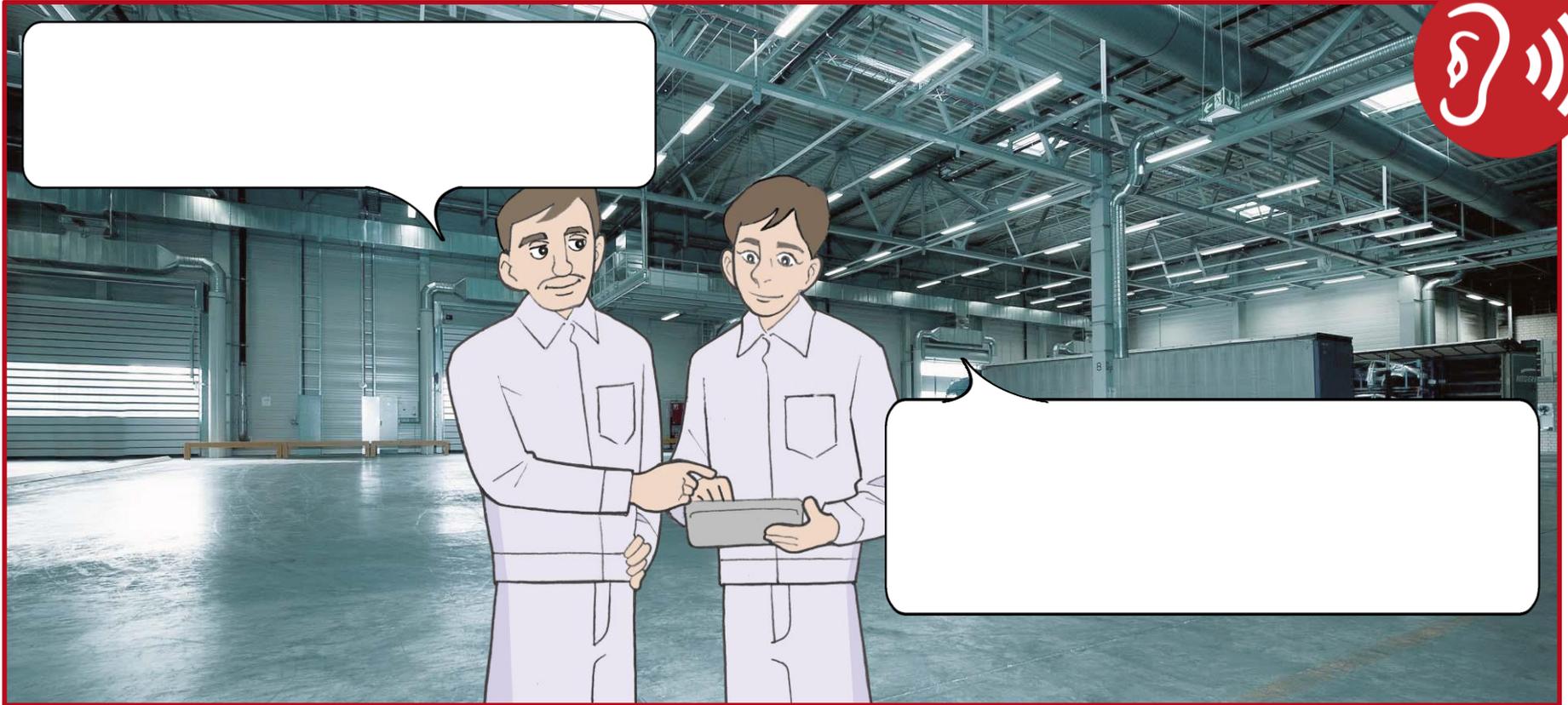


tape

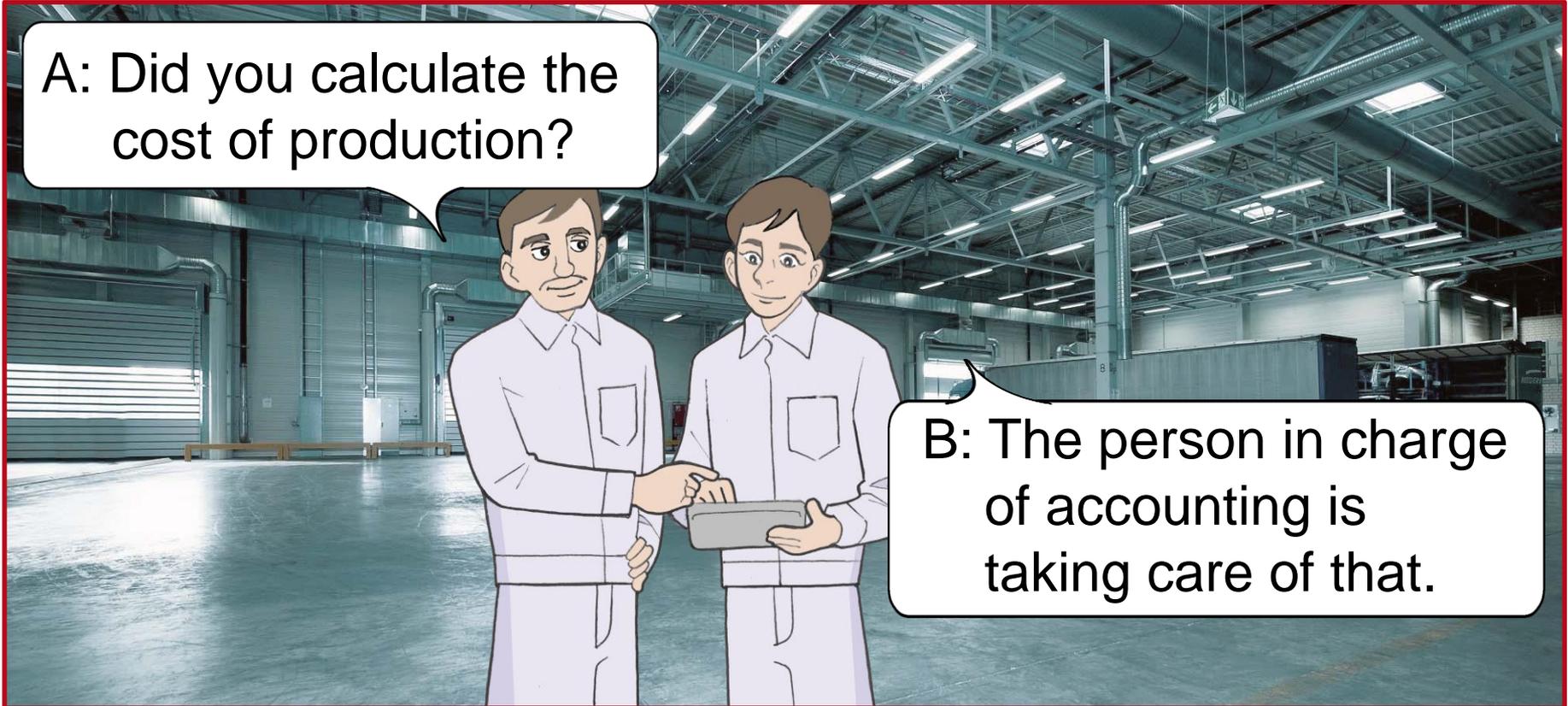


glue gun

Counting/Calculating



Counting/Calculating



A: Did you calculate the cost of production?

B: The person in charge of accounting is taking care of that.

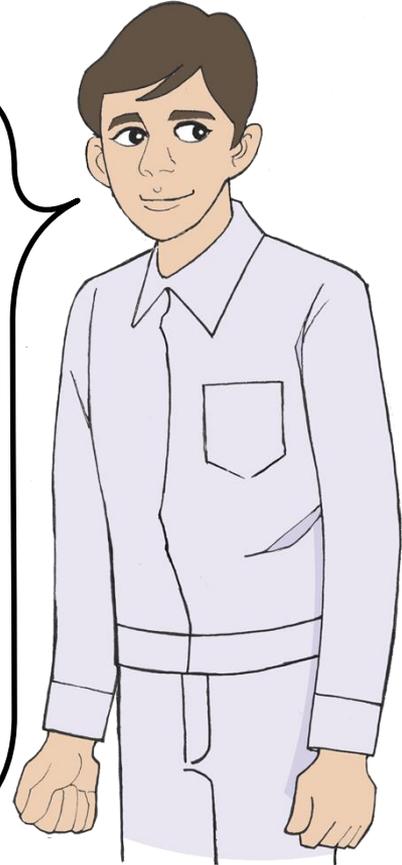
Counting/Calculating

We need to do a recount of our stock.

**According to my calculations,
we should have 200 units.**

**We're working on the calculations for
the expenditure report now.**

**Please total the amount of units we
made this month.**



Counting/Calculating

Did you make the ?



**incident
report**



calculations



corrections

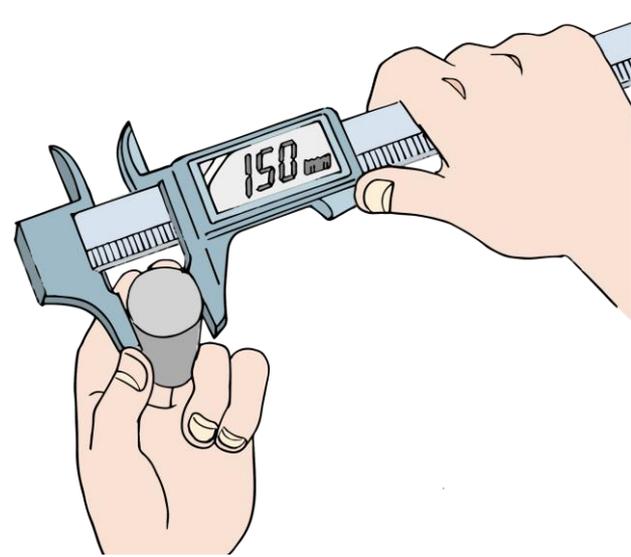


charts



totals

Being precise in your work



Accuracy is the key to manufacturing quality products. If there is even one defect in a shipment, all products must be recalled, inspected, and possibly remade. Not only does it cost twice as much to remake a product, but we also lose the trust of our customers. This trust can be very difficult to regain. Even if the measurements of a product is off by a millimetre, the product must be considered defective. To maintain accuracy in production, always pay careful attention.

Being precise in your work

Discussion



What do you think is needed to make accurate products?



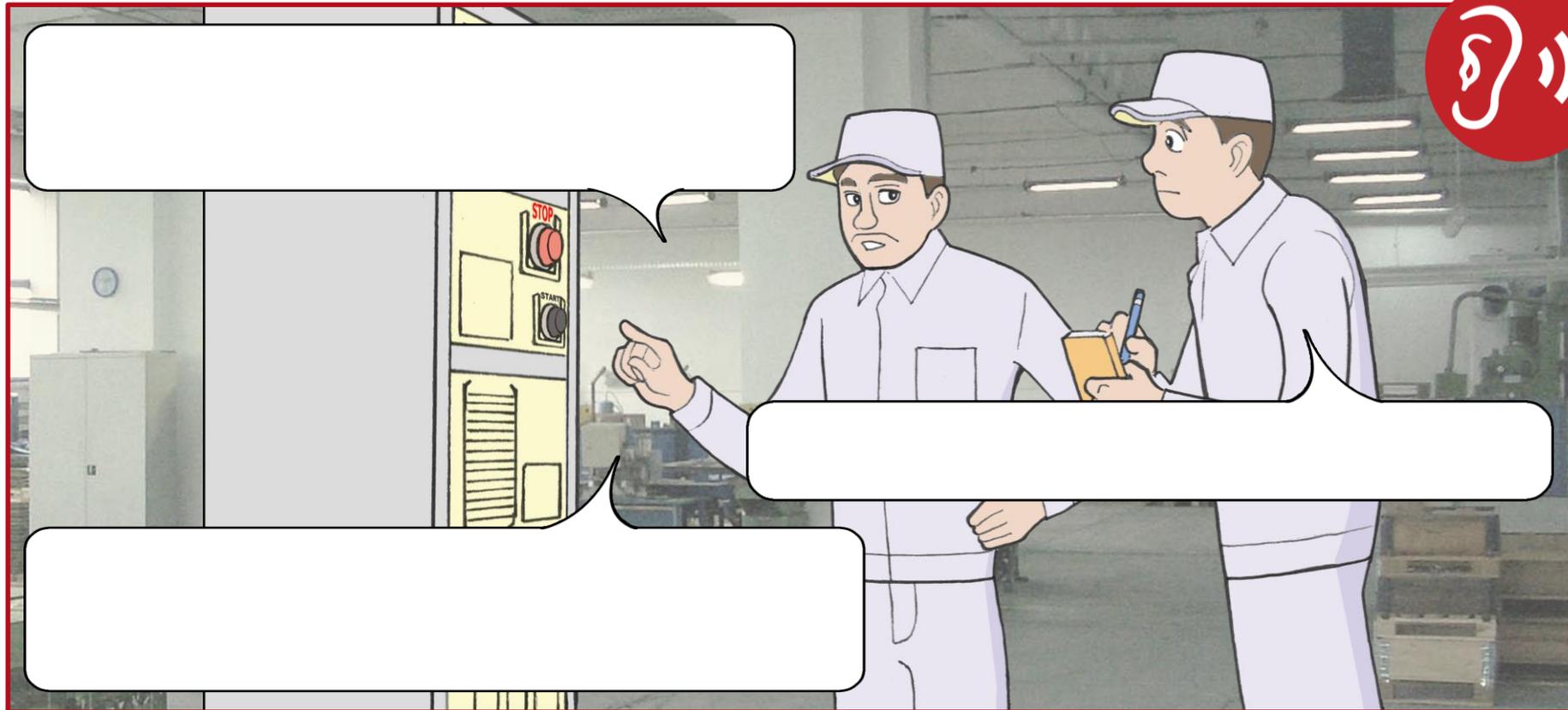
What should be done when a defective product is found?

How to operate machines

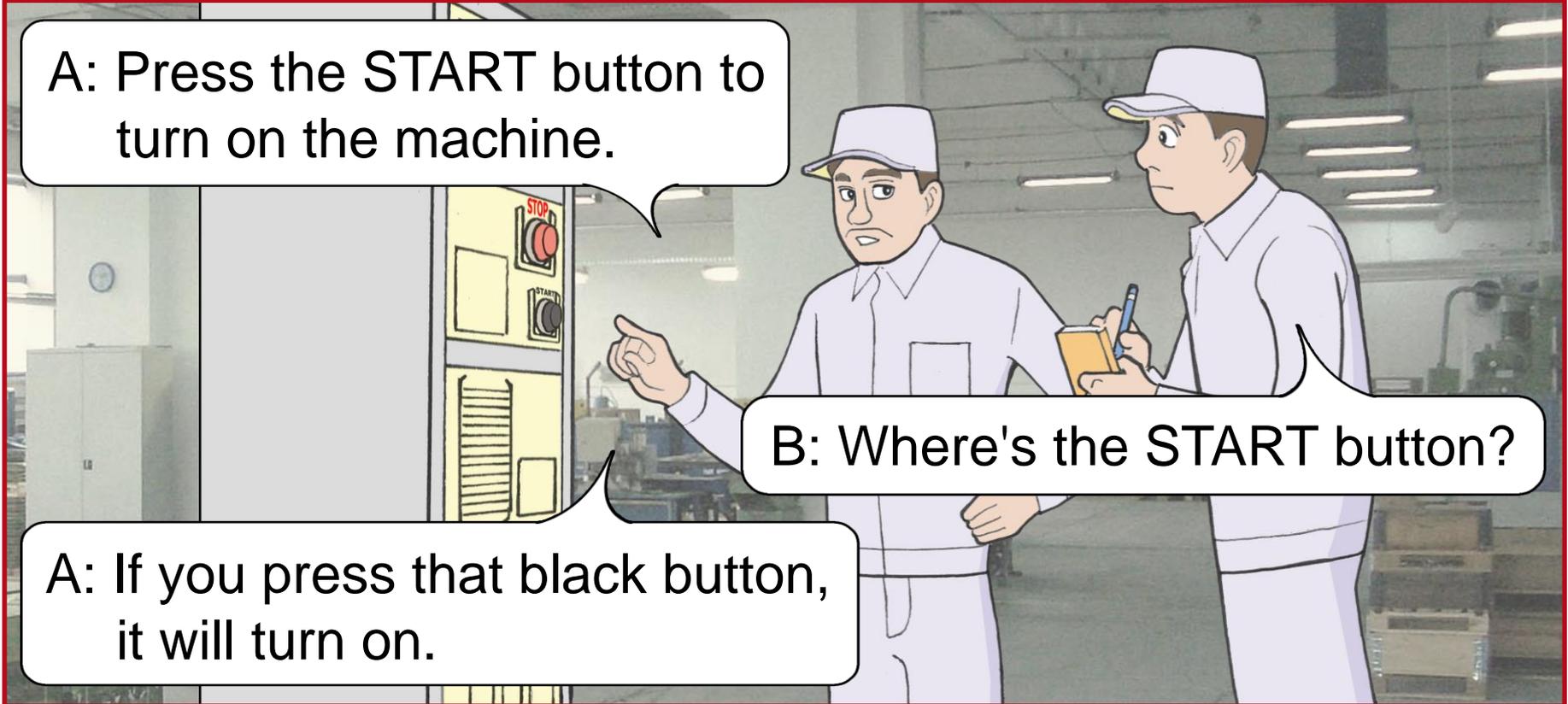
Text No. 2-3-6

Soft Skill Text for
Japan-India Institute for Manufacturing

Starting machines



Starting machines



A: Press the START button to turn on the machine.

B: Where's the START button?

A: If you press that black button, it will turn on.

Starting machines



Please read the manual before turning on the machine.

Insert and turn the ignition key before pressing the button.

Hold down the START button until the green light turns on.

Ask your group leader for help if you can't turn the machine on.

Starting machines

Press and hold the key switch for five seconds.



**ignition
switch**



**power
button**



**reset
button**

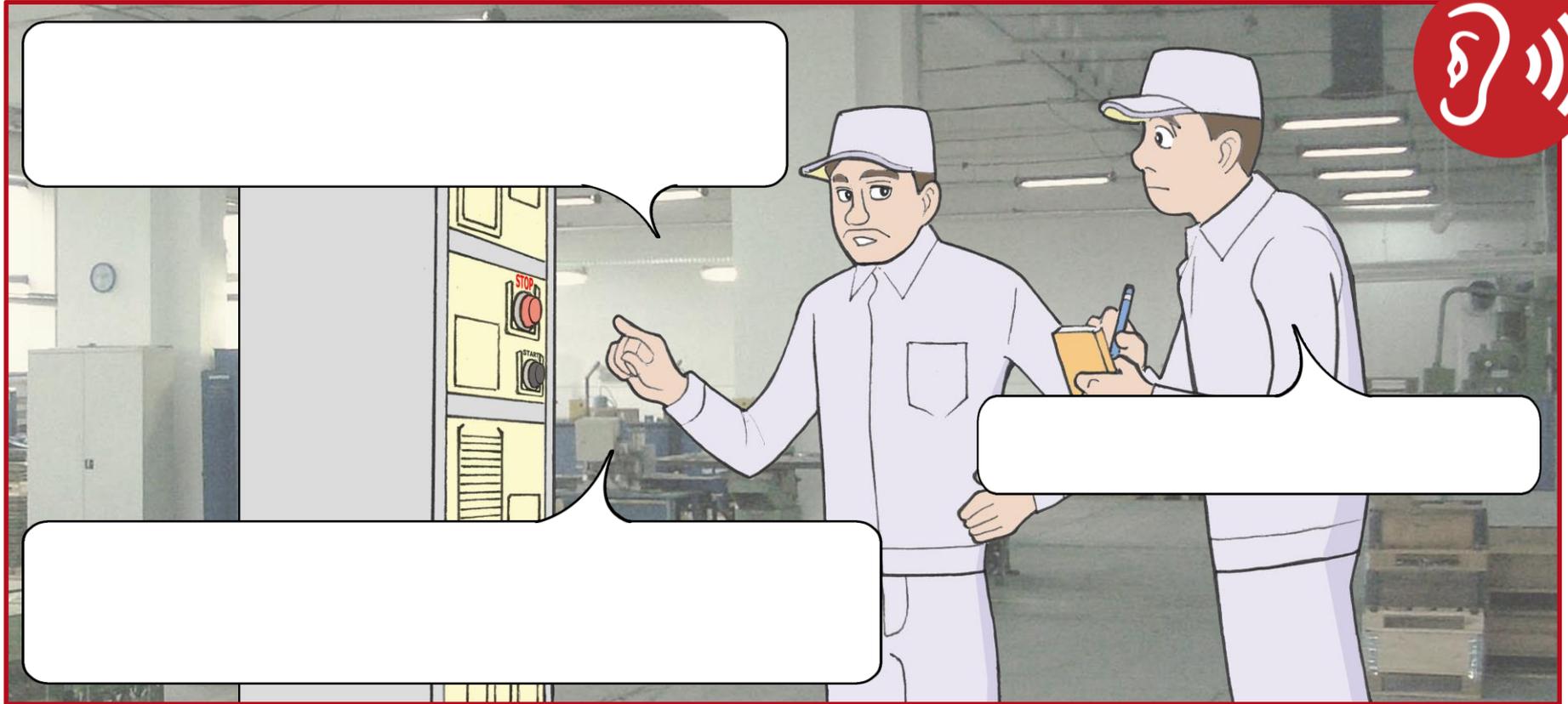


**(colour)
button**

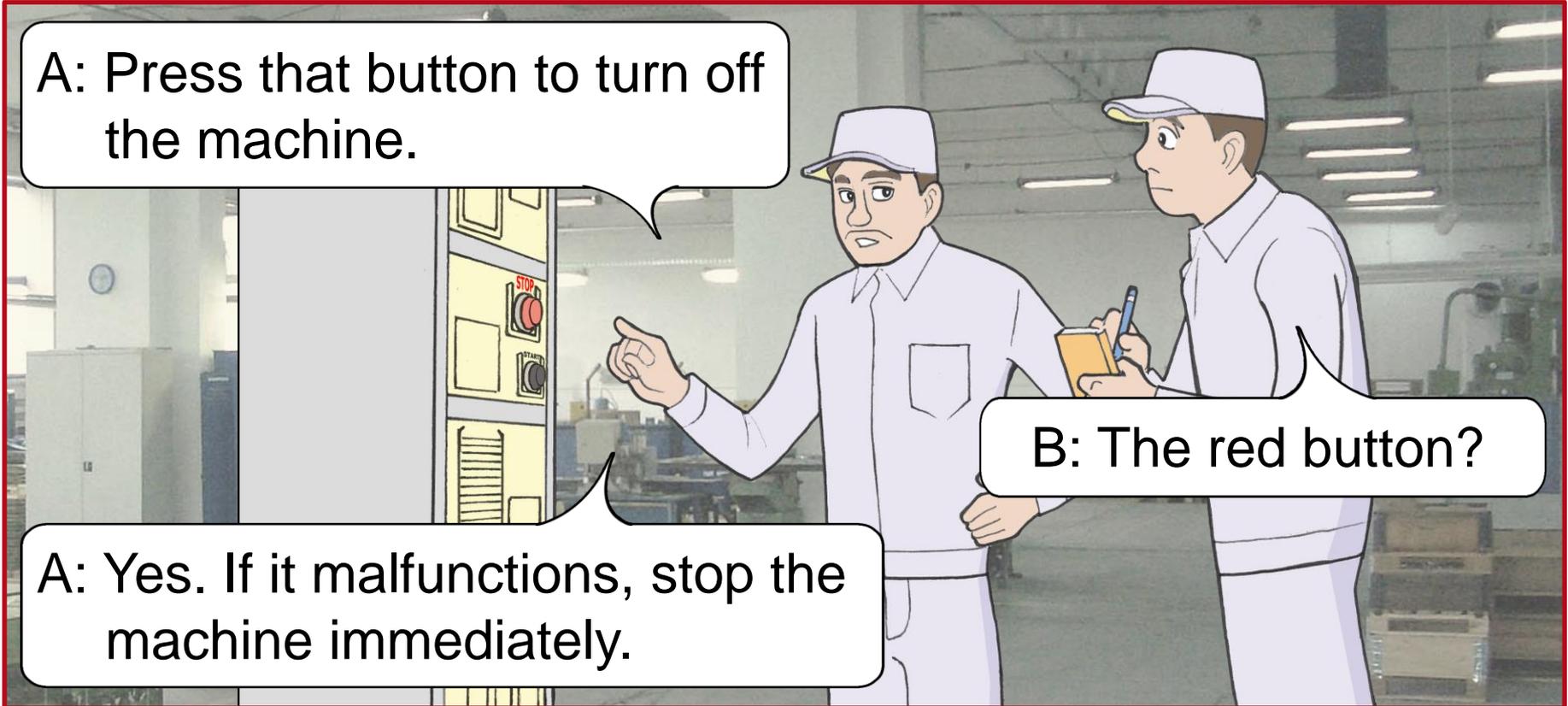


**unlock
button**

Stopping machines



Stopping machines

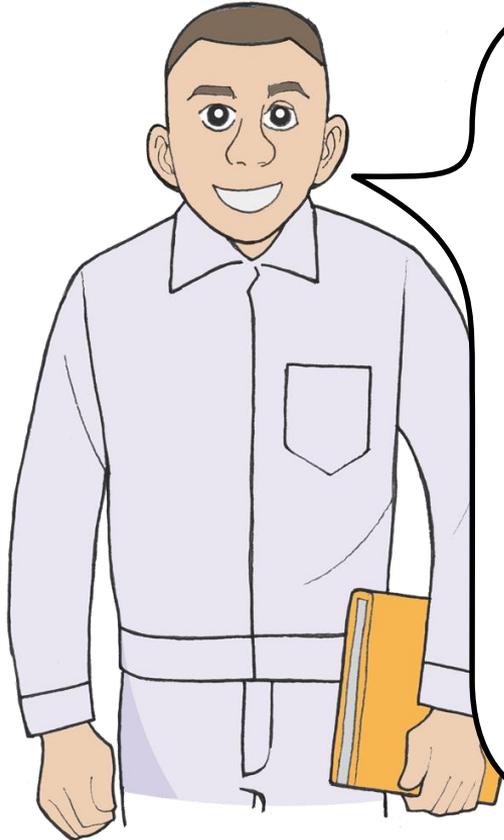


A: Press that button to turn off the machine.

A: Yes. If it malfunctions, stop the machine immediately.

B: The red button?

Stopping machines



In case of an emergency, press the emergency STOP button.

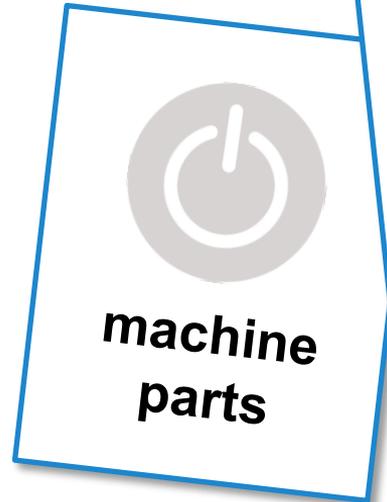
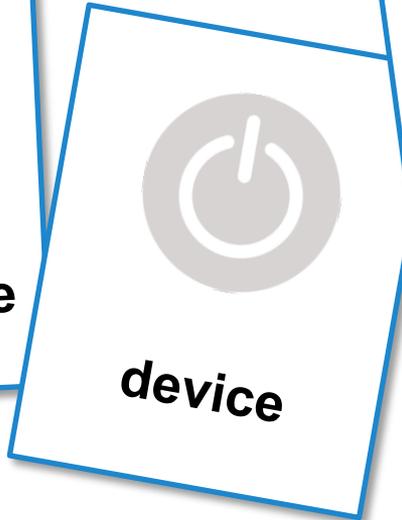
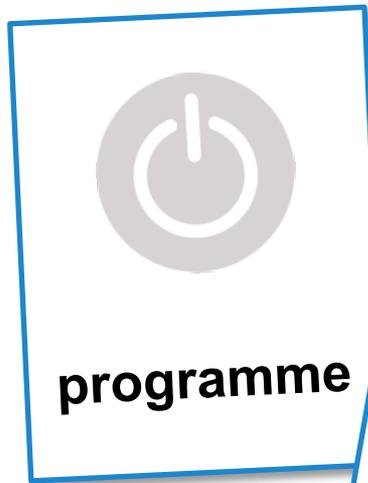
Stop the machine if you hear any strange sounds.

Remove the ignition key after turning off the machine.

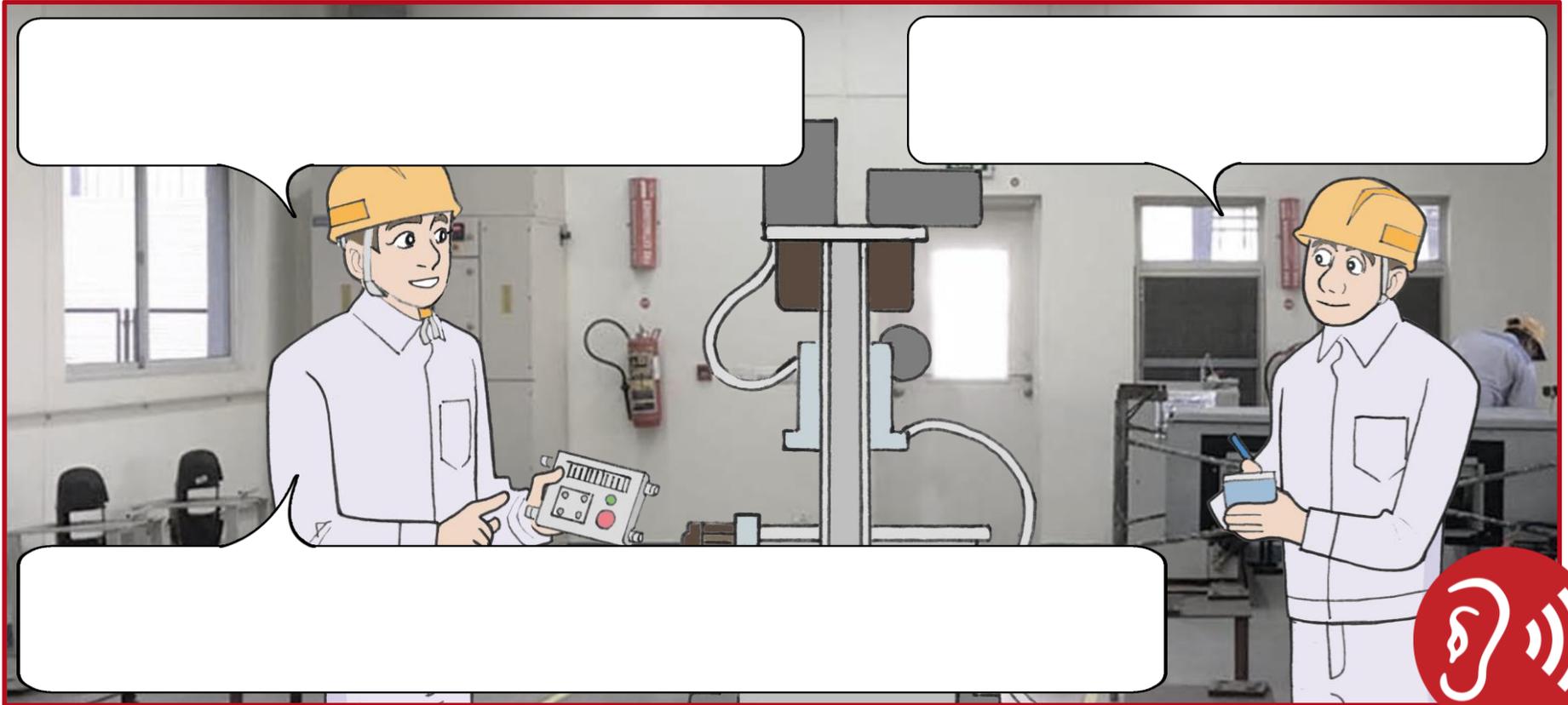
Don't leave the key in the machine after the operation is finished.

Stopping machines

Make sure the **machine** completely stops before turning off the power.



Attaching machine parts

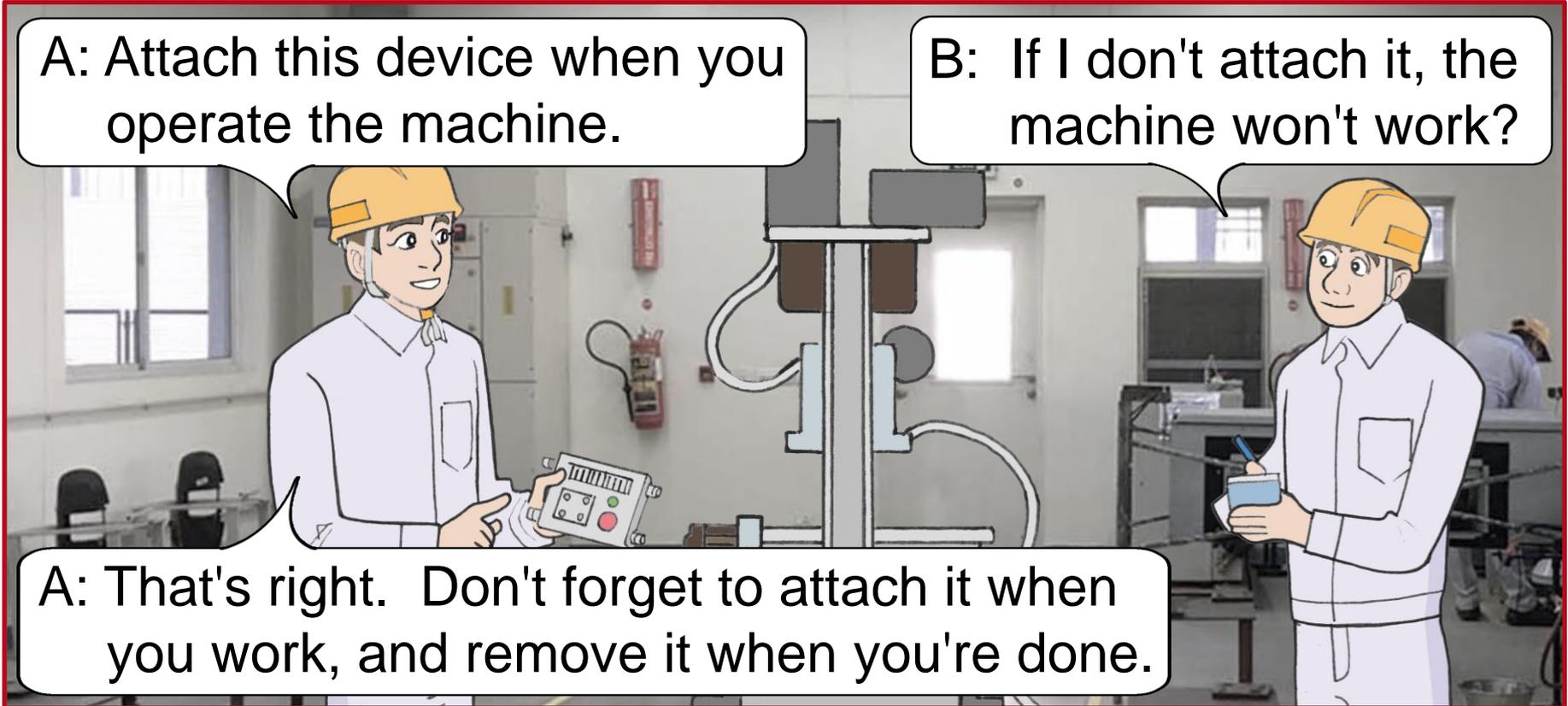


Attaching machine parts

A: Attach this device when you operate the machine.

B: If I don't attach it, the machine won't work?

A: That's right. Don't forget to attach it when you work, and remove it when you're done.



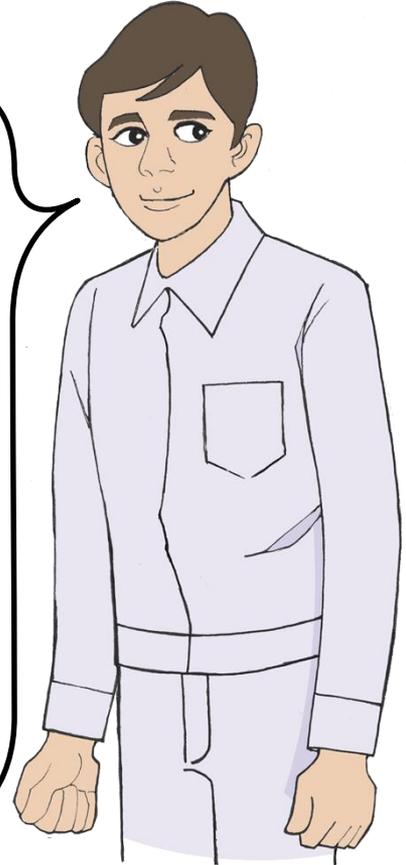
Attaching machine parts

You need this apparatus to operate the machine.

Attach the device and lock it in place.

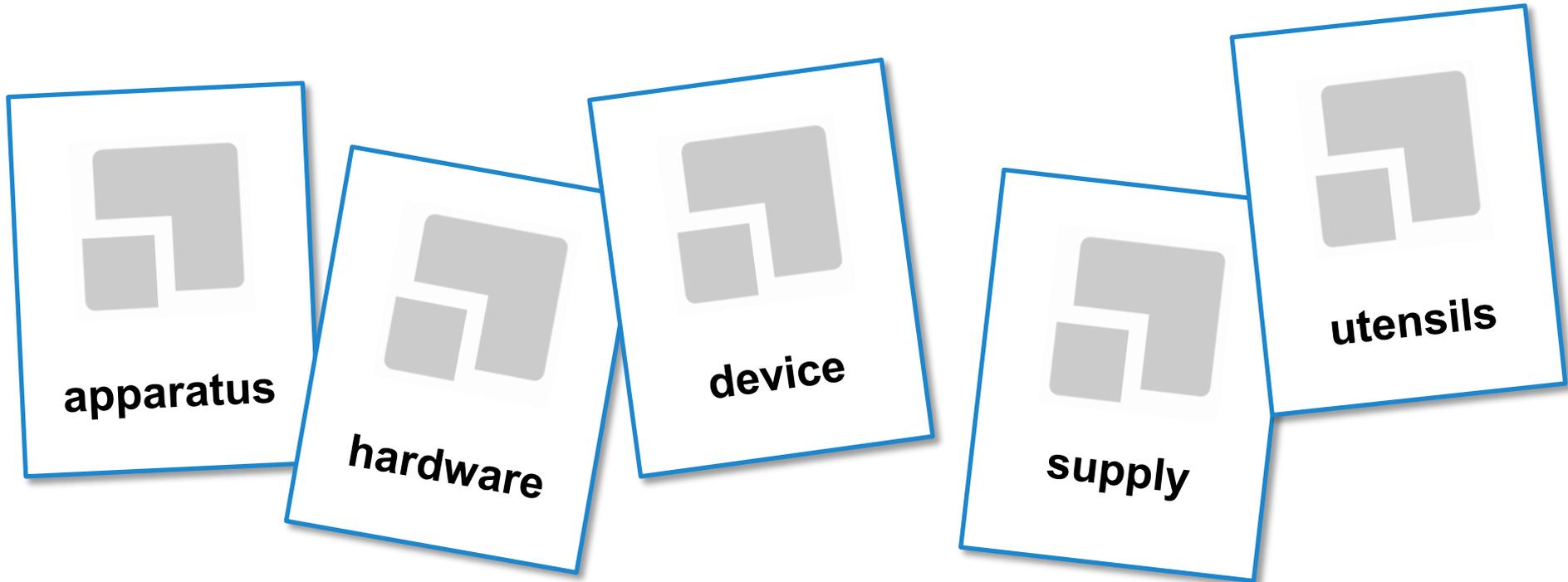
If you don't attach it properly, the machine might break.

Store that device in the container next to the machine.

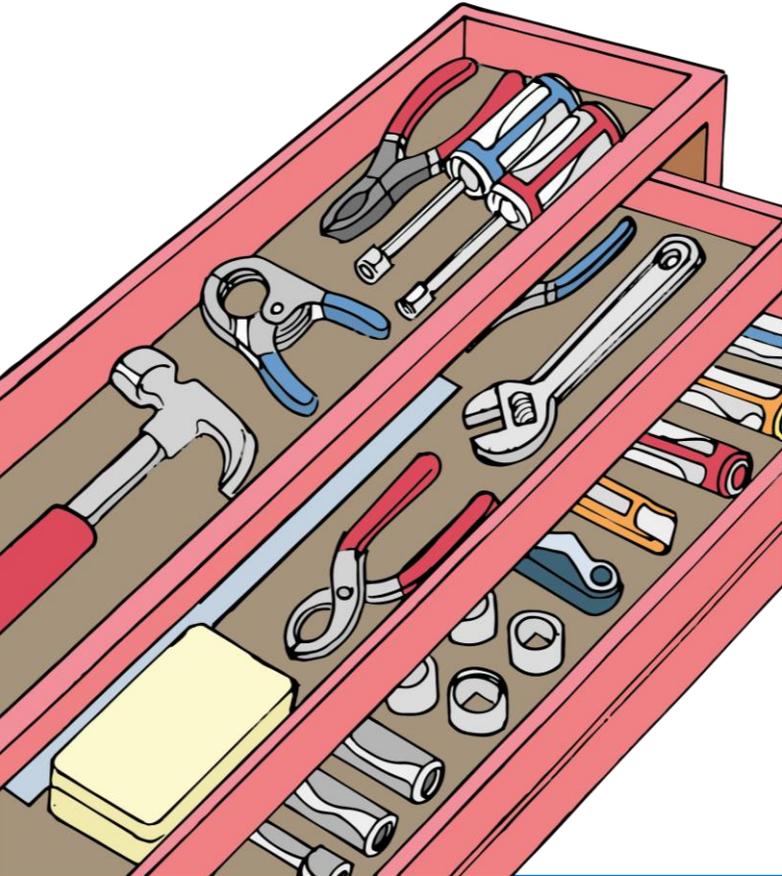


Attaching machine parts

Always remove the key after you're done.



Handling machines properly



Without machines, we wouldn't be able to do our work. There are jobs we entrust to machines because the work is difficult for humans to do, so we are dependent on them. If a machine breaks down, it can be costly to get them repaired, this can also slow down production. In order to make sure machines continue to work properly, we need to maintain them every day. Maintaining factory machines is an important part of factory work. Every person who works with machines needs to carefully maintain all the equipment.

Handling machines properly

Discussion



Do you perform maintenance on your equipment everyday?



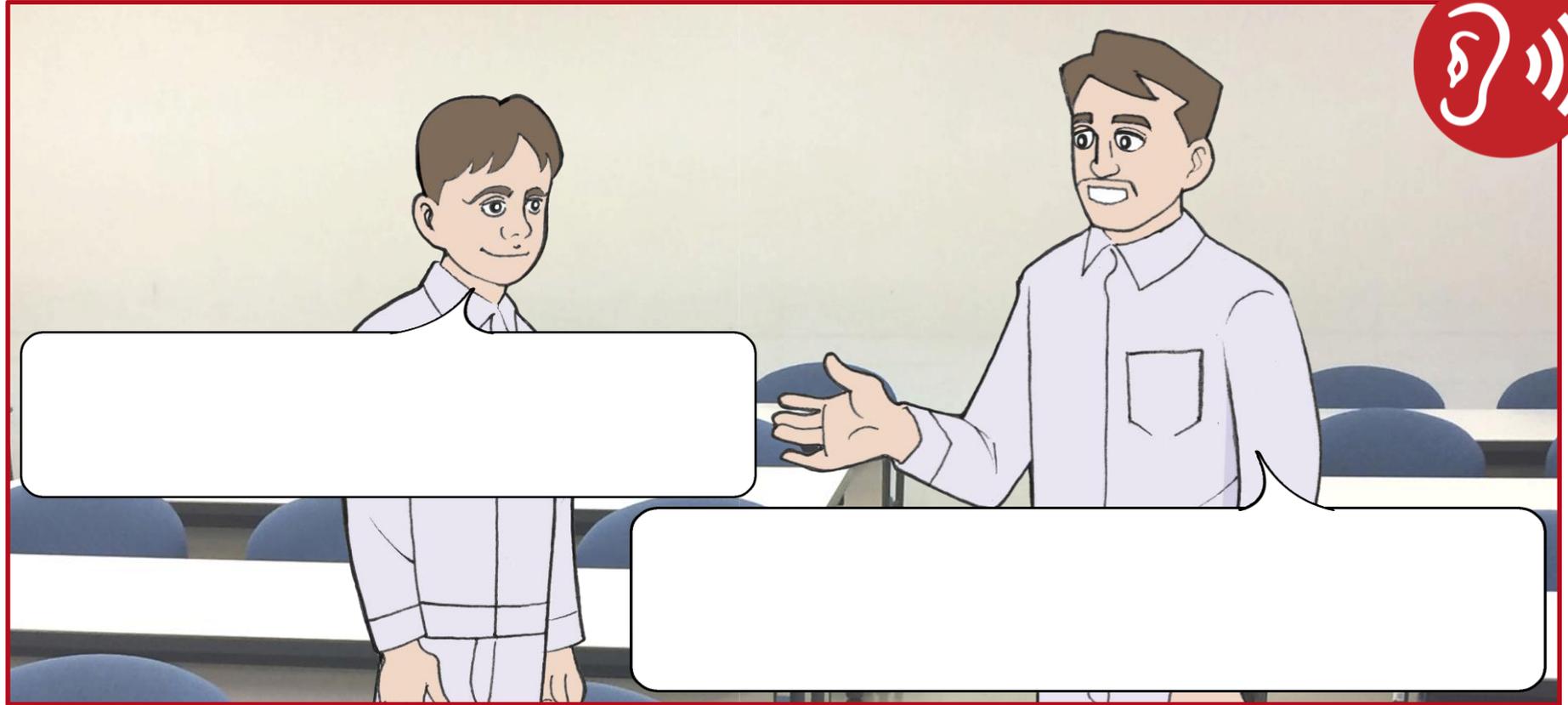
What would happen if your equipment were to suddenly stop? What would you do?

Reporting

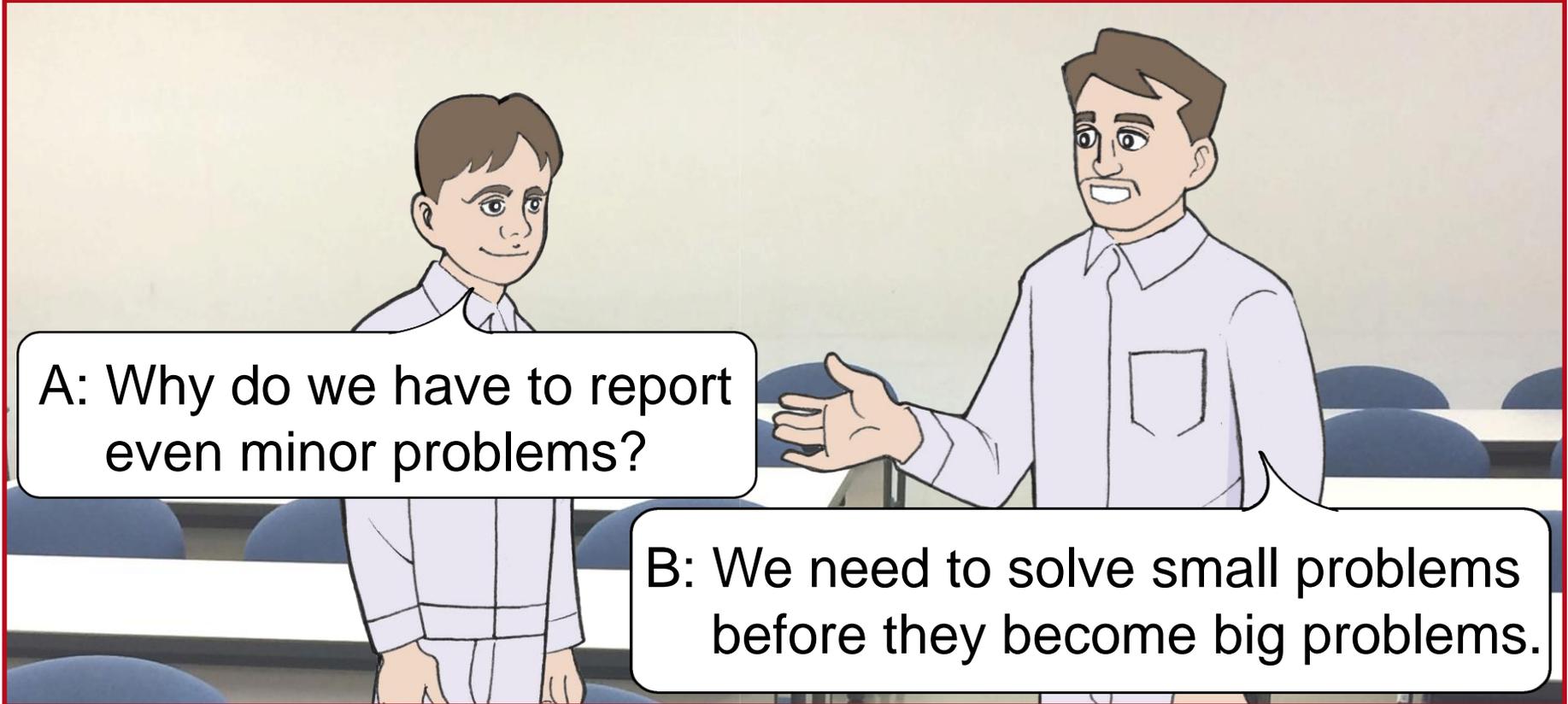
Text No. 2-3-7

Soft Skill Text for
Japan-India Institute for Manufacturing

Reporting and communicating



Reporting and communicating



A: Why do we have to report even minor problems?

B: We need to solve small problems before they become big problems.

Reporting and communicating



Be sure to report all problems to the team leader.

We have a problem.

This is urgent.

It's an emergency.

Reporting and communicating

Send in your **status report** by the deadline.



daily report



weekly report



monthly report

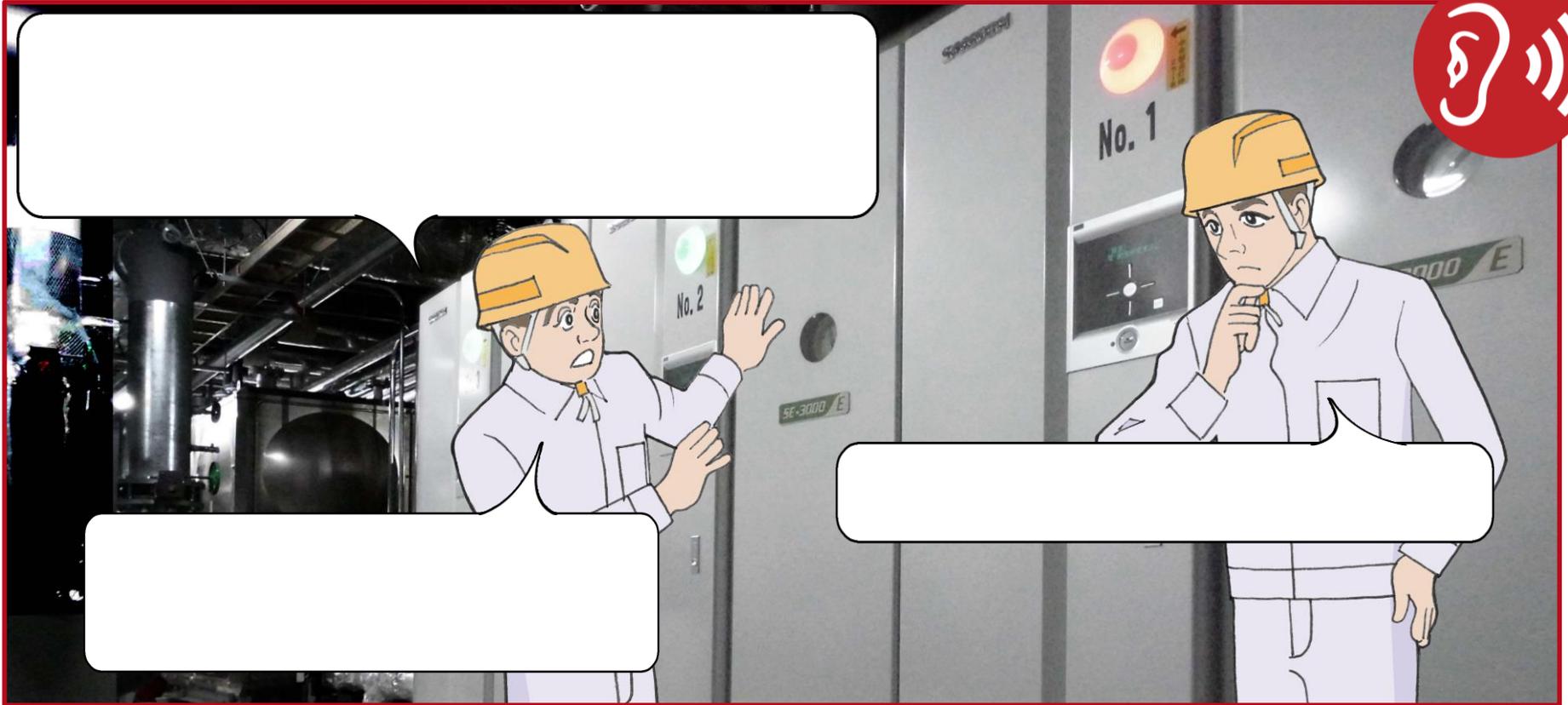


expense report



trouble shooting report

Dealing with problems

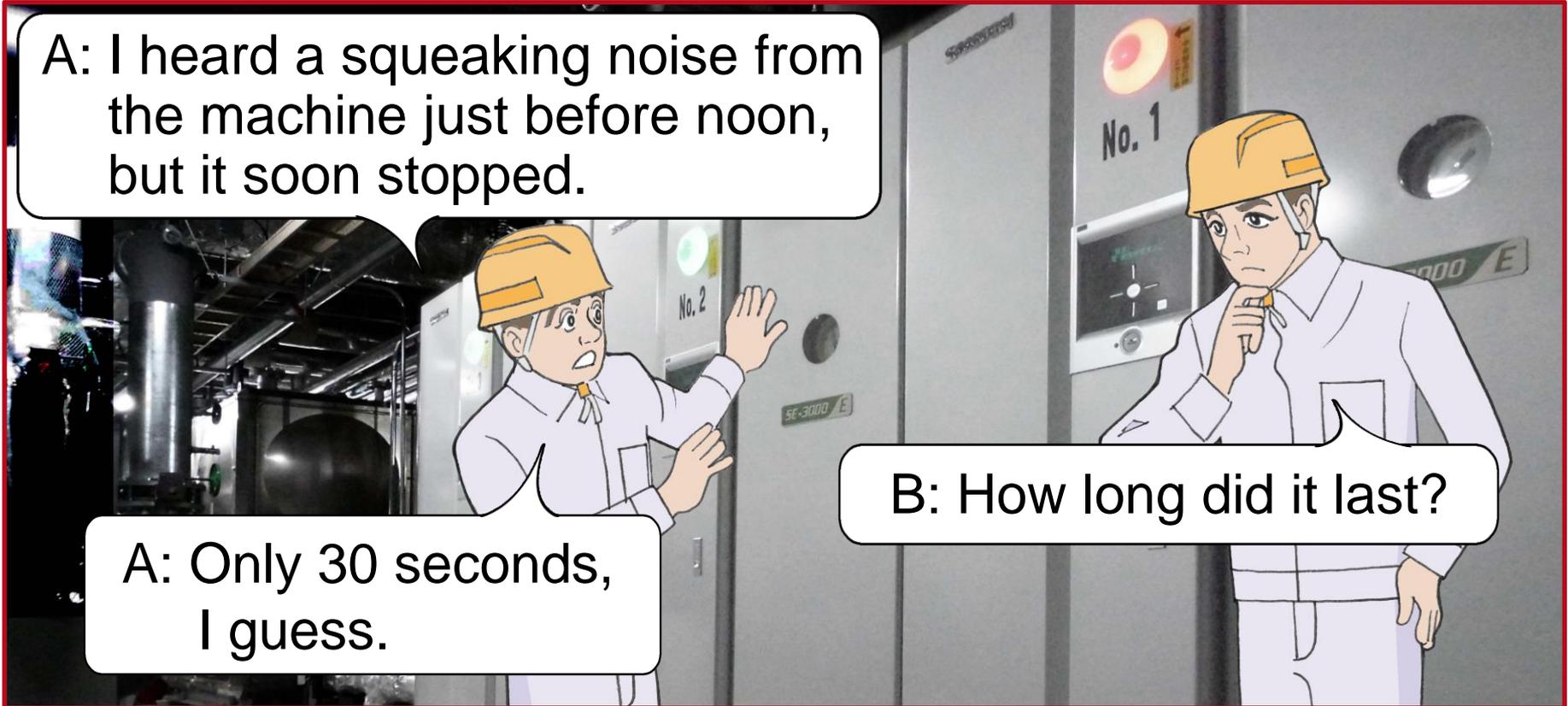


Dealing with problems

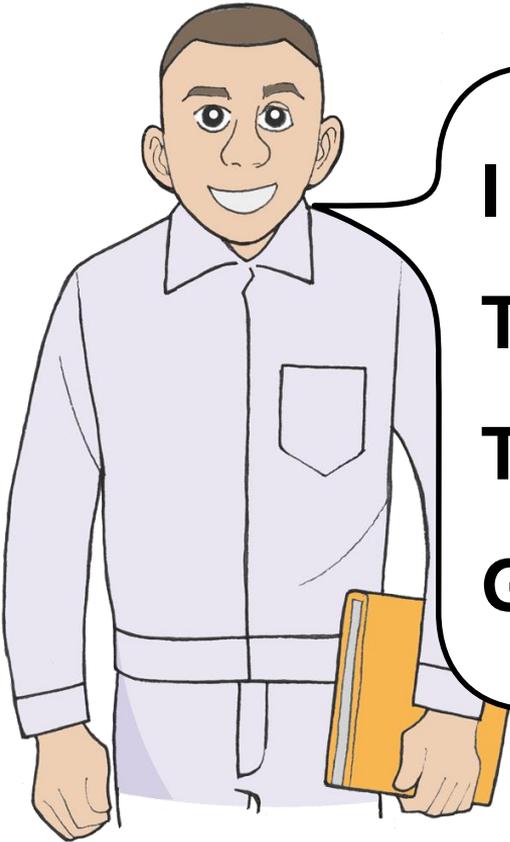
A: I heard a squeaking noise from the machine just before noon, but it soon stopped.

A: Only 30 seconds, I guess.

B: How long did it last?



Dealing with problems



I found some flaws here.

This product has a defect.

The machine suddenly stopped working.

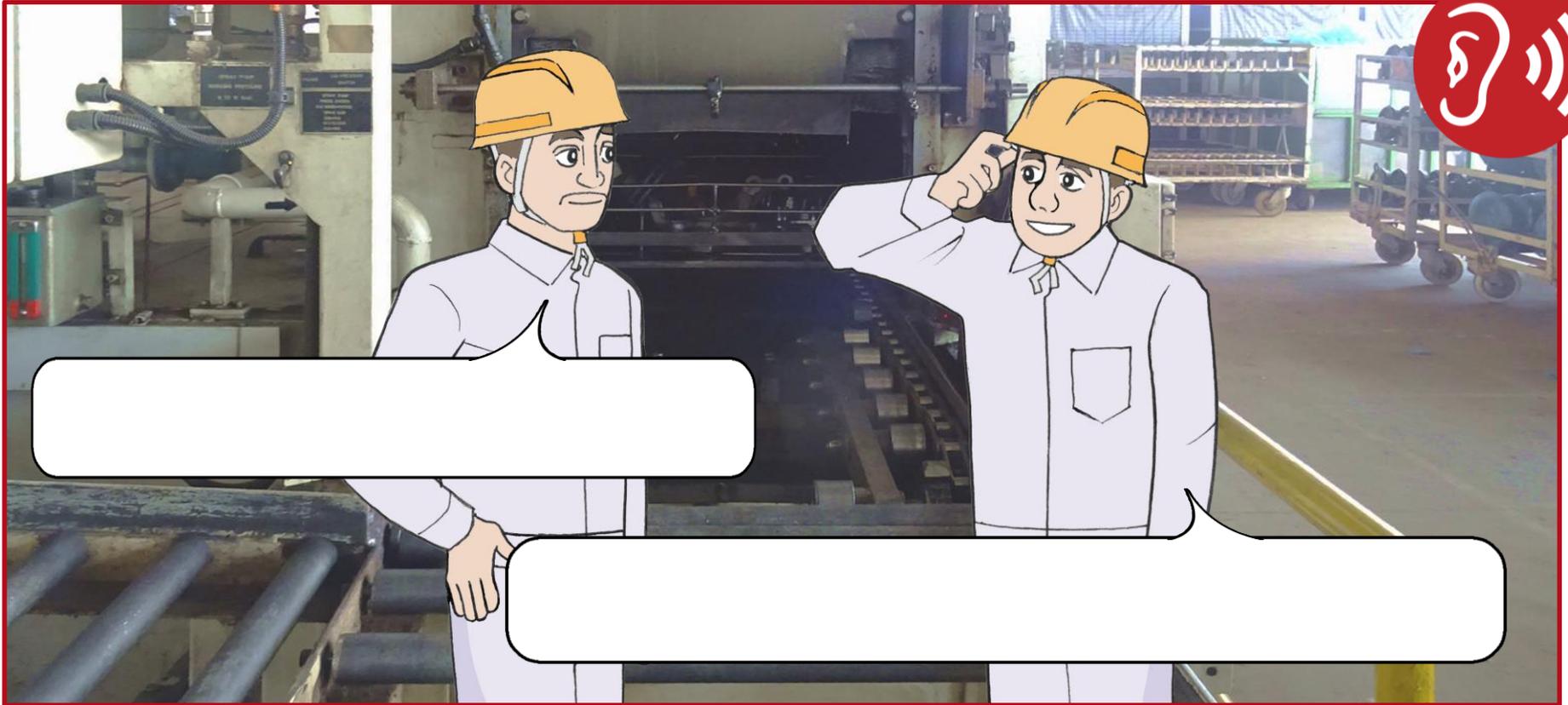
Get the fire extinguisher!

Dealing with problems

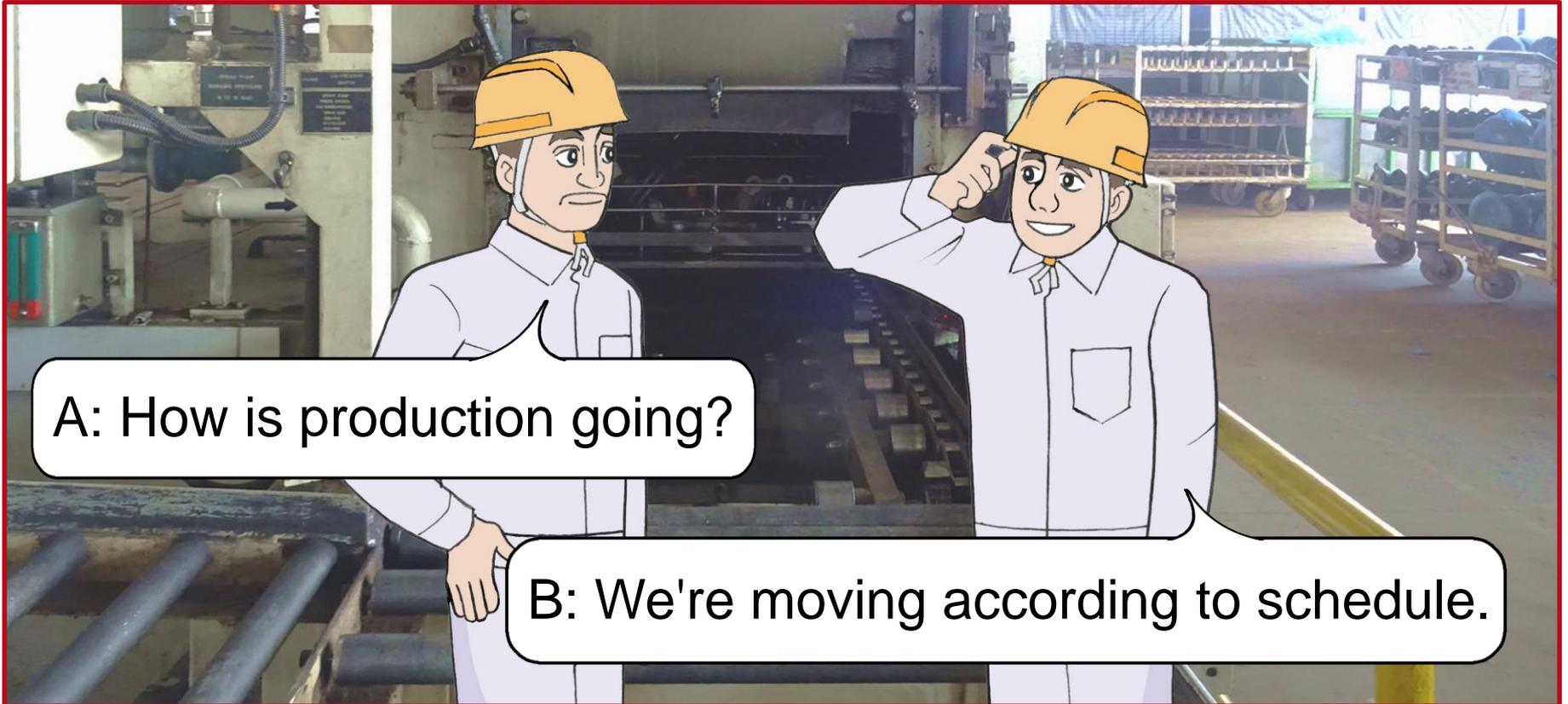
This is **out of order** .



Reporting work progress



Reporting work progress

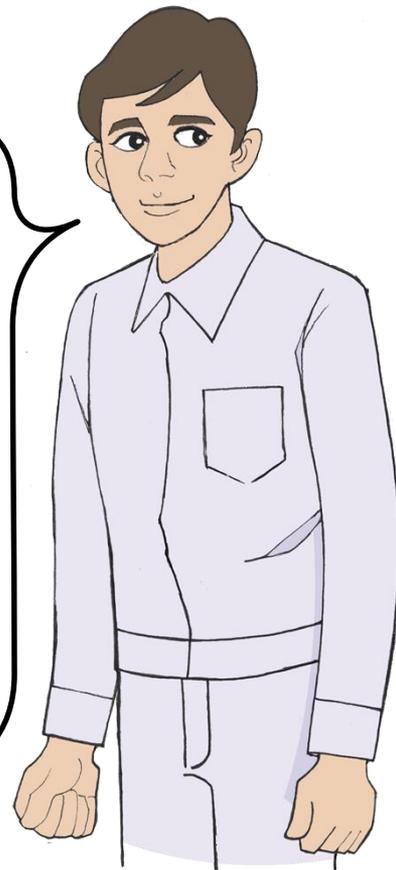


A: How is production going?

B: We're moving according to schedule.

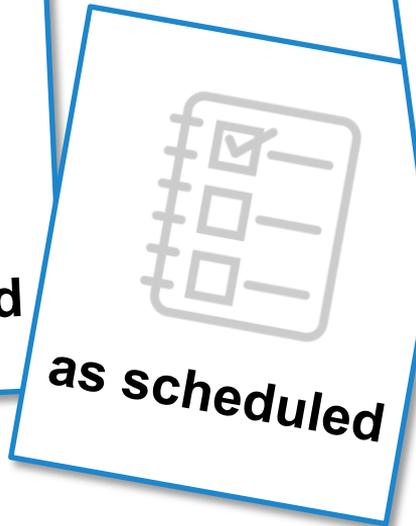
Reporting work progress

**There was a problem this morning.
Something was wrong with the sensor.
I'm sorry, I made a careless mistake.
Try not to let it happen again.**



Reporting work progress

Everything is going smoothly .



The meaning of Ho-Ren-So



Ho-Ren-So is the Japanese word for spinach, but it is used to help some important principles in organisations. Ho(Hokoku) refers to reporting. Ren(Renraku) refers to contacting. So(Sodan) refers to consulting. When at work, it's important to keep the following principles in mind. Always report the status of work to your co-workers and superiors. Contact someone if something doesn't seem right. And consult someone if there are any issues you cannot resolve on your own. By keeping these three things in mind, the team can work together smoothly and safely.

The meaning of Ho-Ren-So

Discussion



Do you practice Ho-Ren-So? If so, how?



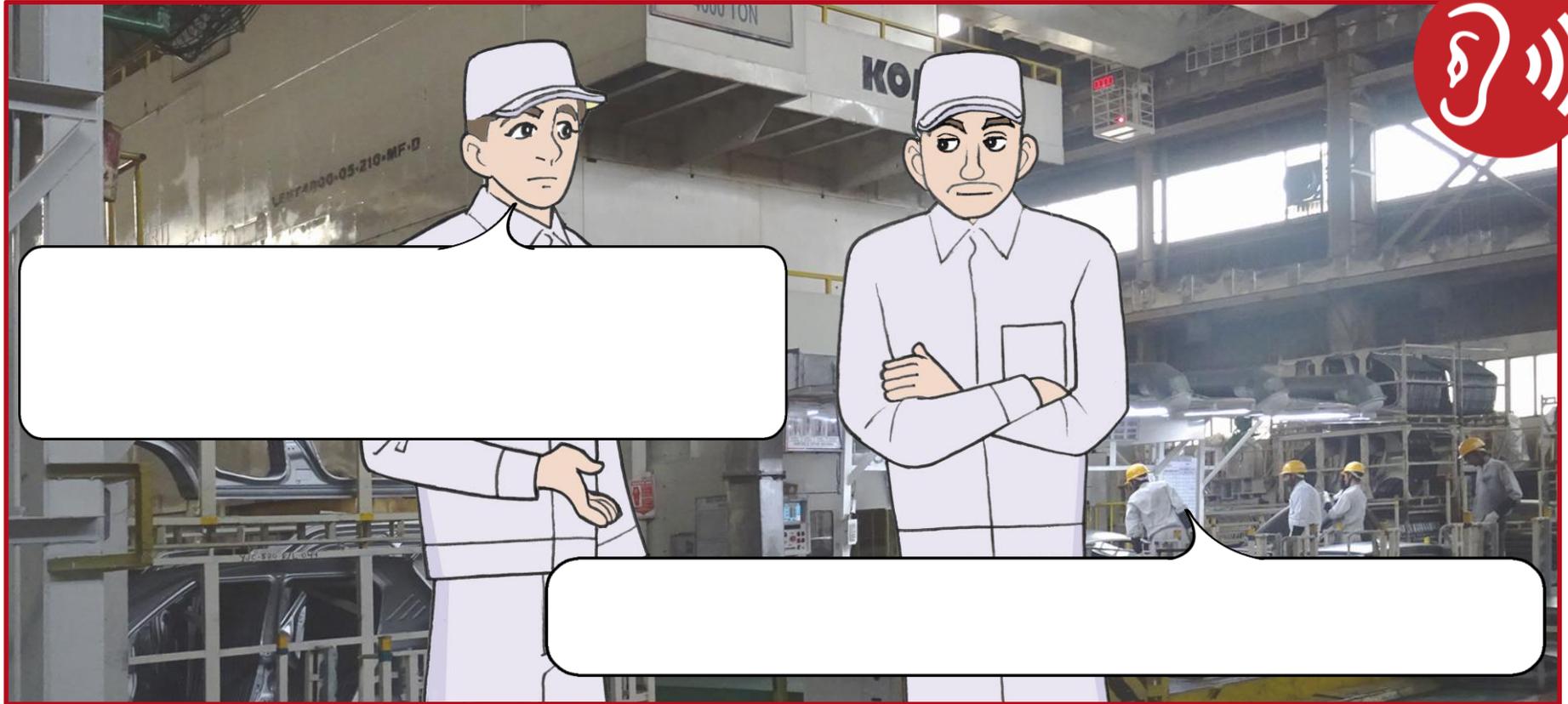
Is there anything you can do to improve Ho-Ren-So in your organisation?

Consultant

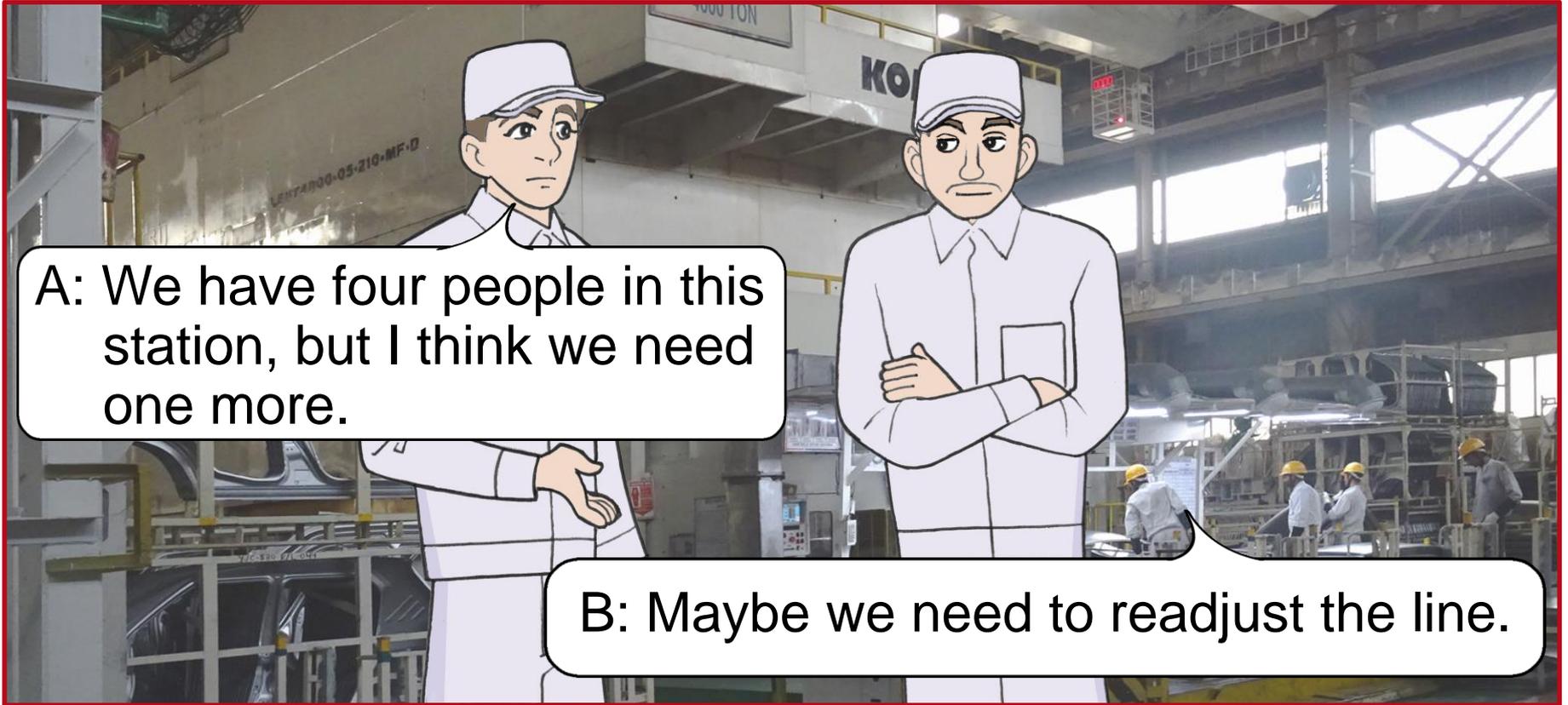
Text No. 2-3-8

Soft Skill Text for
Japan-India Institute for Manufacturing

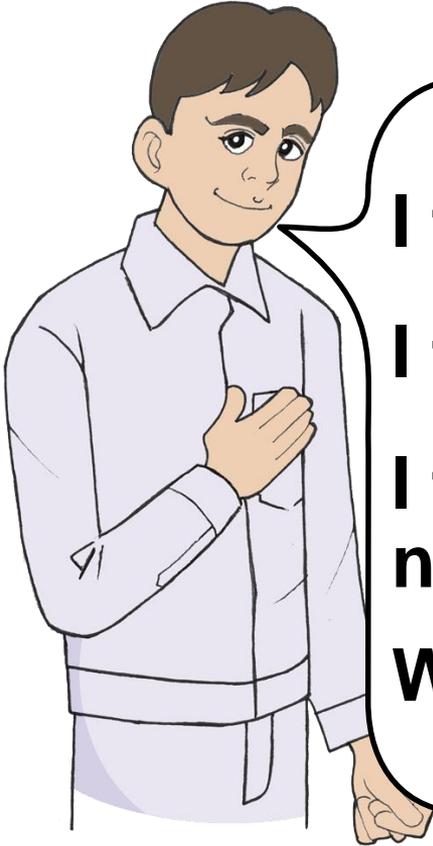
Talking about work processes



Talking about work processes



Talking about work processes



I think we need more time for production.

I think our schedule is going to be difficult.

I think we need to change our targets for next month.

We need two more people to finish on time.

Talking about work processes

We need to upgrade our equipment.



do another
test run
on our



change the
machine
settings
on our



adjust the



take
measures
on the



analyse the
complaint
with our

Changing work time



Changing work time

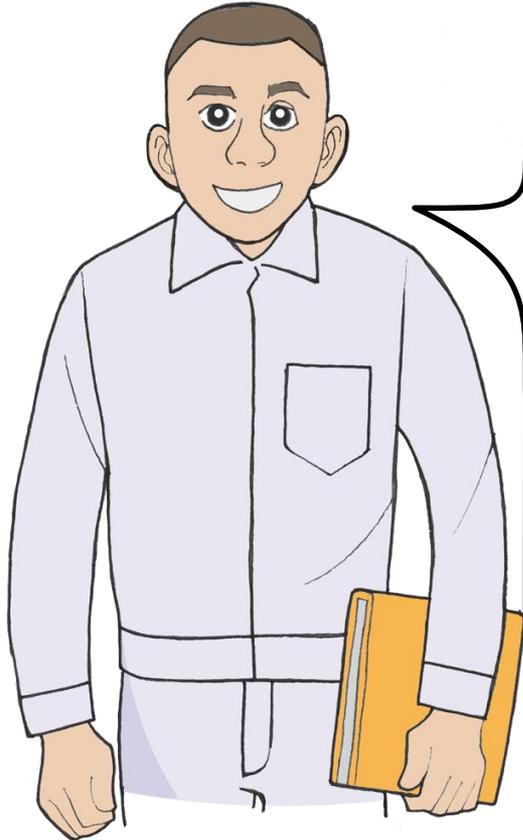


A: Would it be okay if I worked the early shift next week?

B: Is there a particular reason?

A: I have a family issue I need to take care of.

Changing work time



Could I start early tomorrow?

Is it okay if I finish early today?

Could I move to the late shift?

Could I change my break time?

Changing work time

Is it okay if I ?



take a break



**work the
late shift**



**change shifts
with
a co-worker**

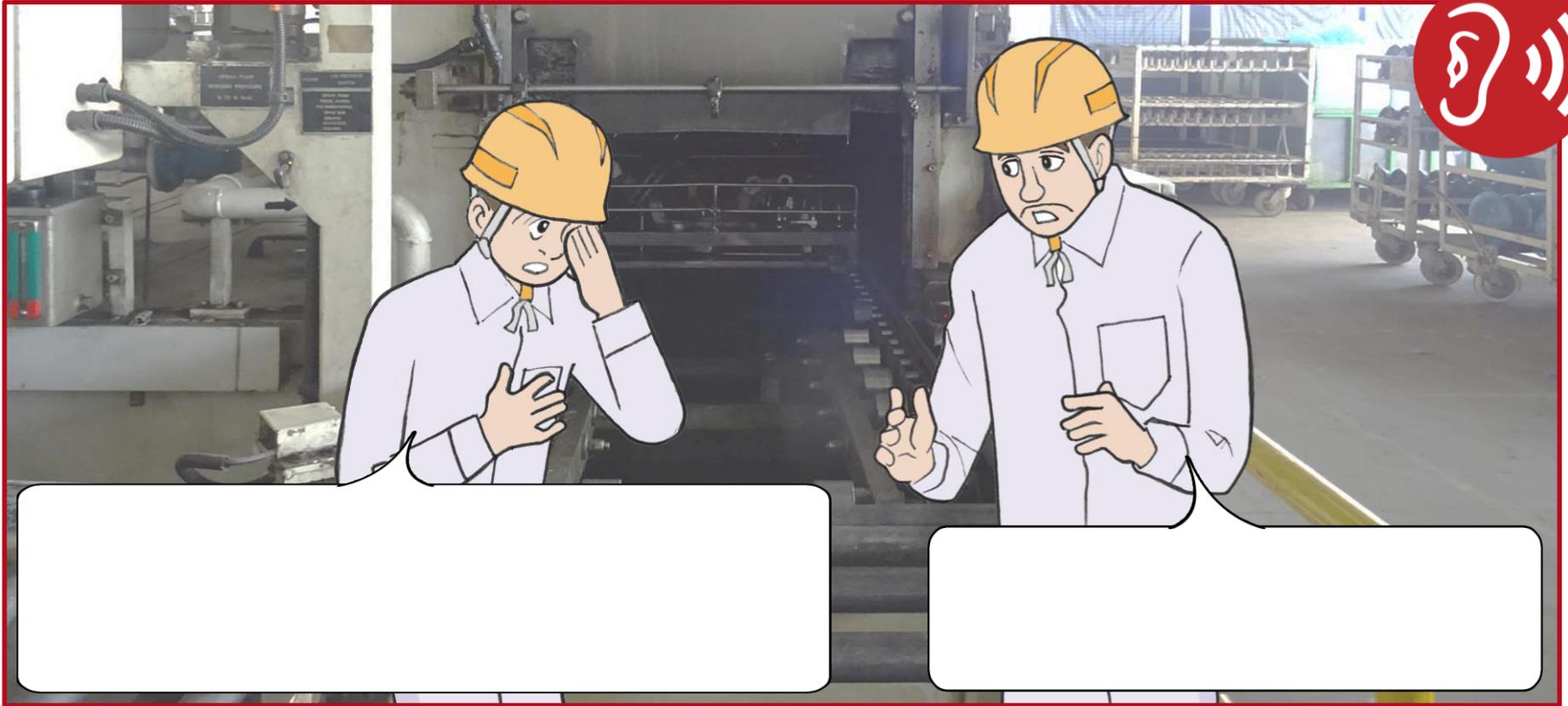


**take
a day off**

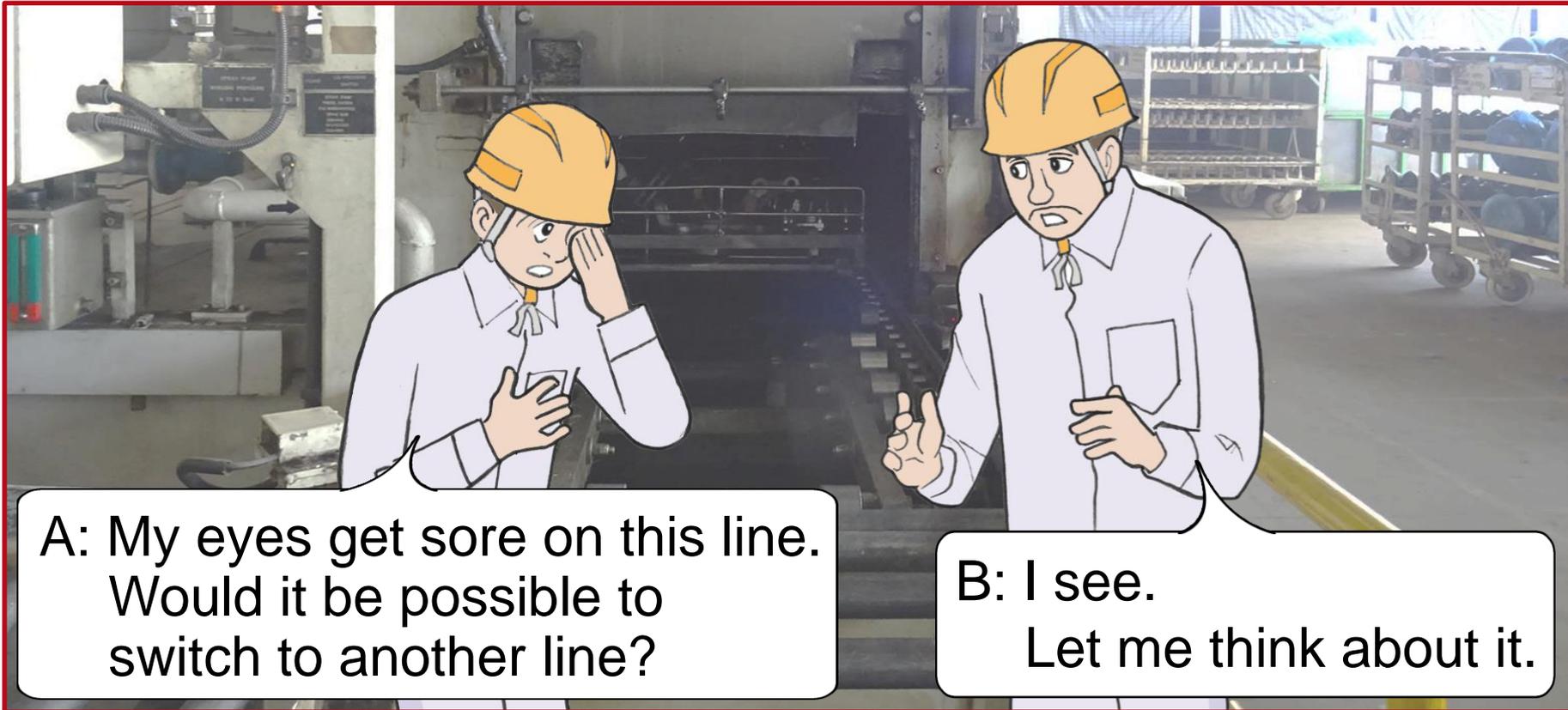


**work the
graveyard shift**

Consulting about work



Consulting about work



A: My eyes get sore on this line.
Would it be possible to
switch to another line?

B: I see.
Let me think about it.

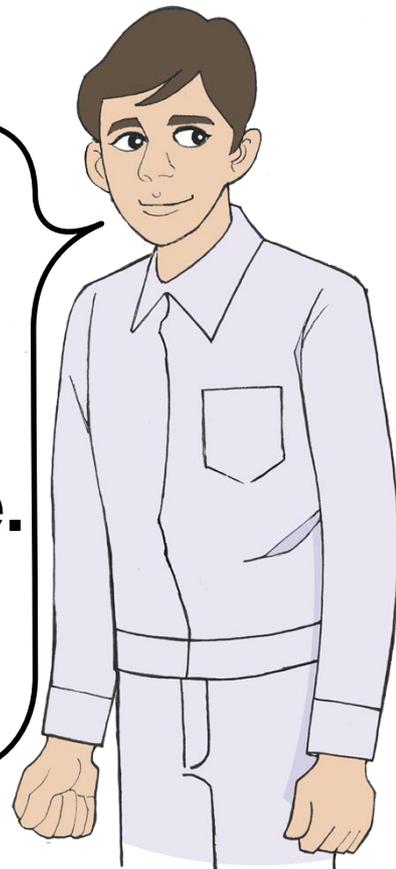
Consulting about work

This is too heavy for me.

Could I try working on a different line?

There's a problem with the production line.

Could you help me fix it?



Consulting about work

I feel **uncomfortable** .



uneasy



restless



uncertain



anxious



insecure

Knowing when and where to get help



Problems at work are unavoidable. Everyone experiences problems caused by the work environment, as well as people problems, and the result is often serious stress. When you start to feel overcome with stress, it's important to talk to someone. You might feel better just by getting it out. It's also often helpful to get some physical exercise to put you in a better mood. When it comes to relieving stress, do what works for you.

Knowing when and where to get help

Discussion



**What kind of problems have you had at work?
What did you do to resolve them?**



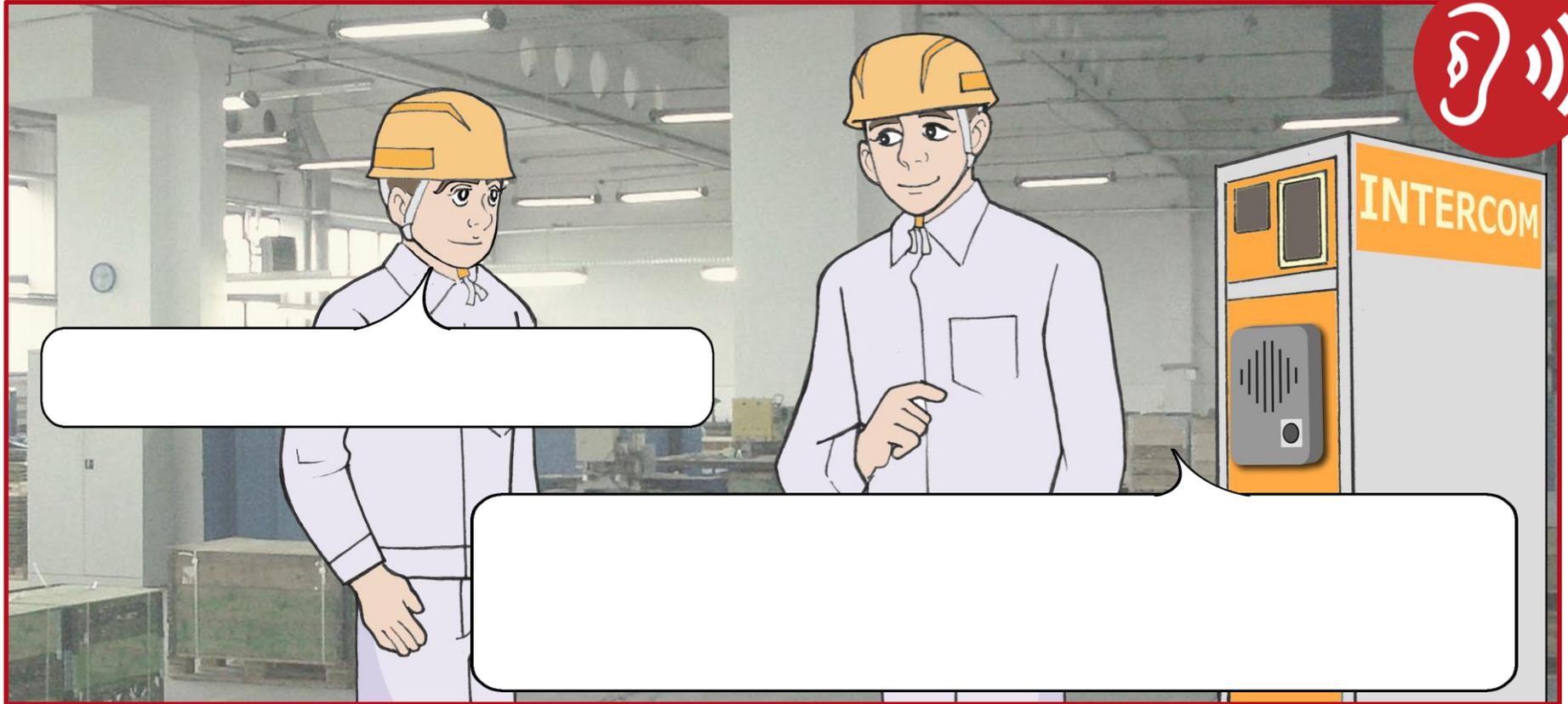
**What would you do if you realised that a
co-worker was having a hard time at work?
What do you think could be done to help them?**

Quality control

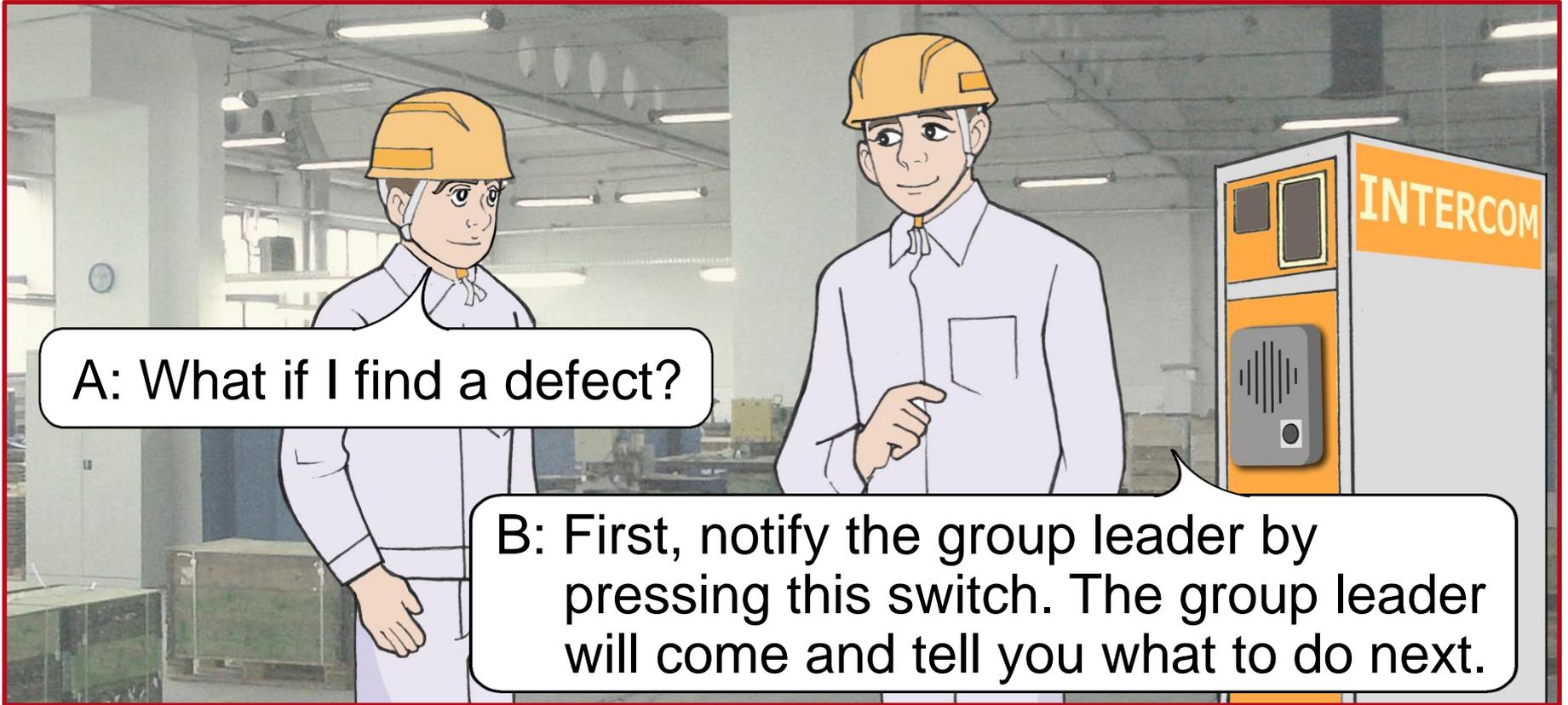
Text No. 2-3-9

Soft Skill Text for
Japan-India Institute for Manufacturing

Importance of quality



Importance of quality



A: What if I find a defect?

B: First, notify the group leader by pressing this switch. The group leader will come and tell you what to do next.

Importance of quality



Always follow proper procedures.

Make sure the tools and equipment are in good condition.

Be sure to check each product carefully.

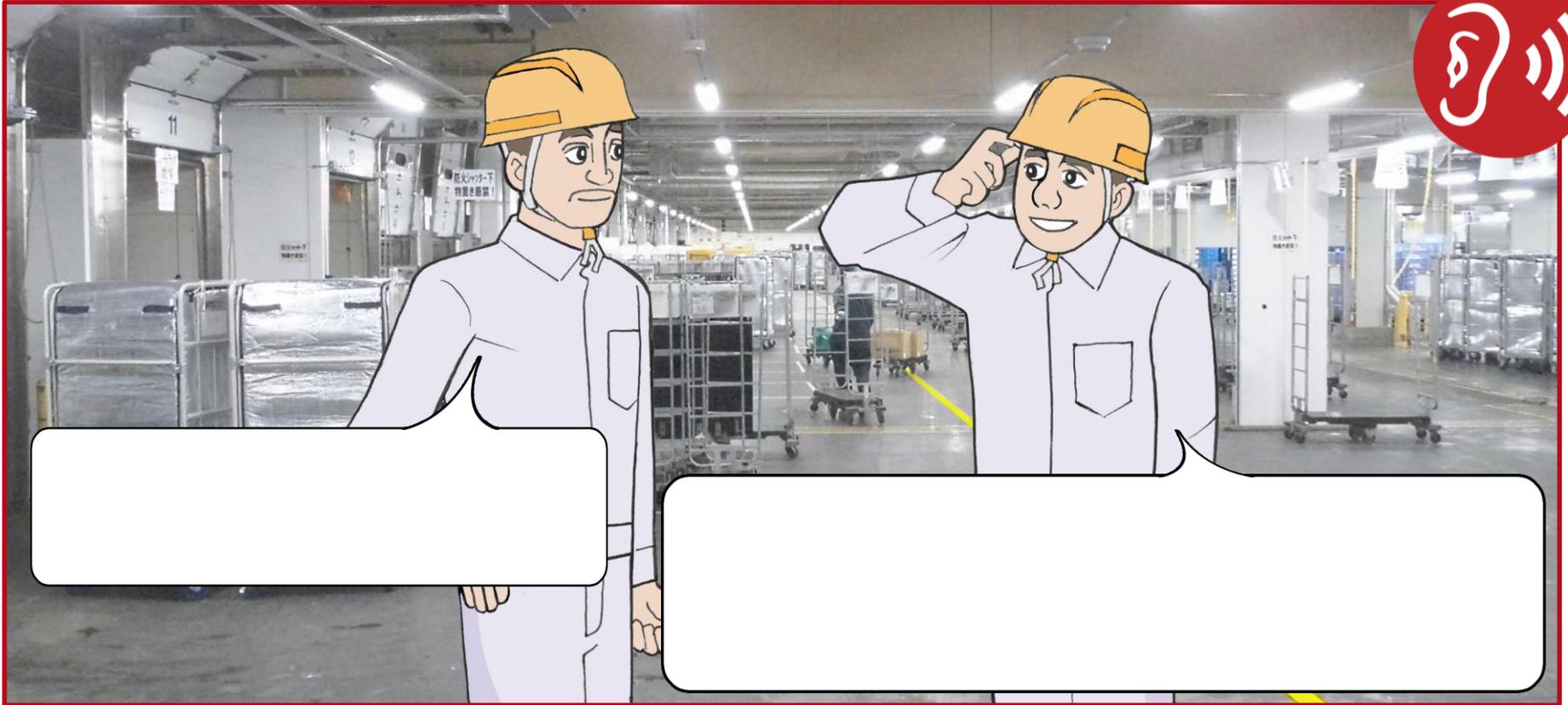
Inform your group leader if you find any defects or problems.

Importance of quality

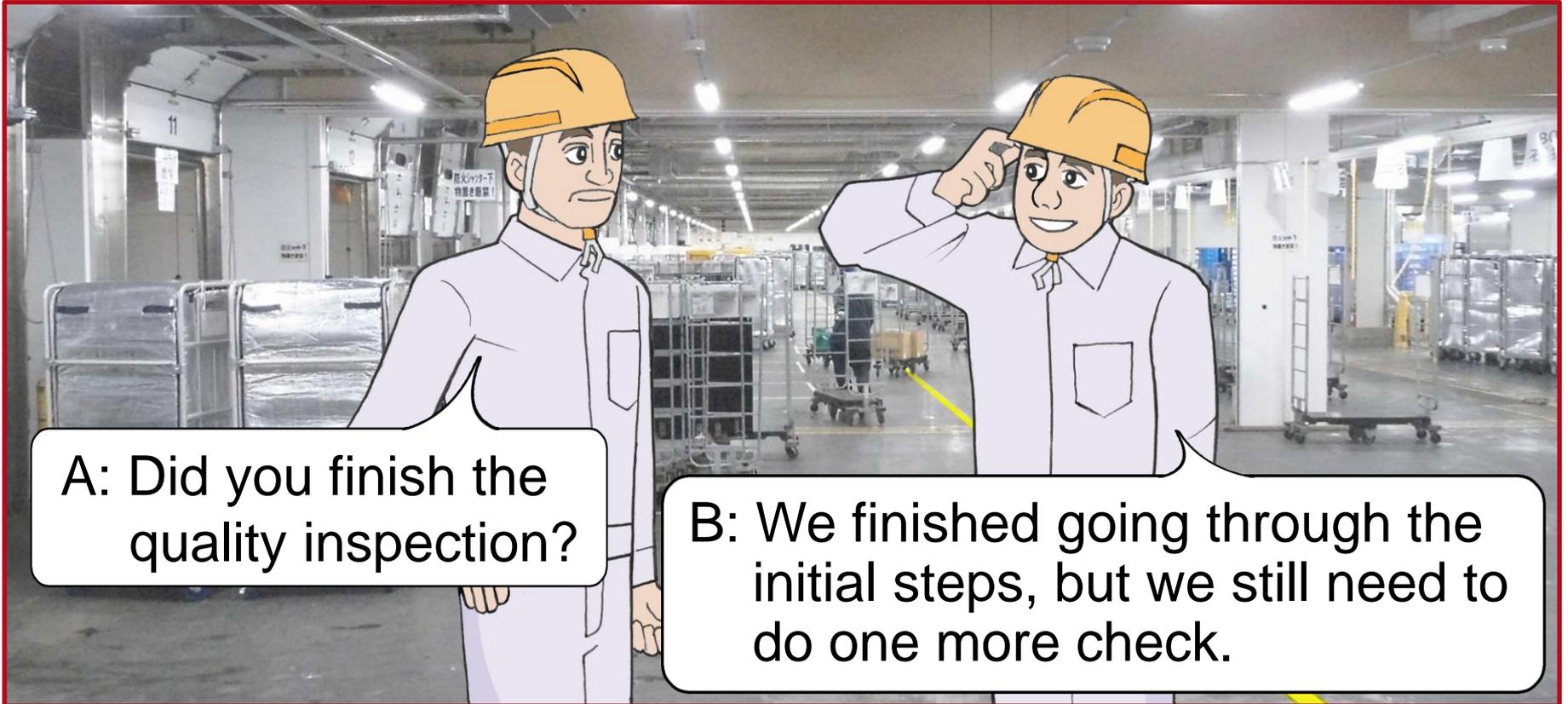
Immediately remove any **faulty** products from the line.



Quality inspections



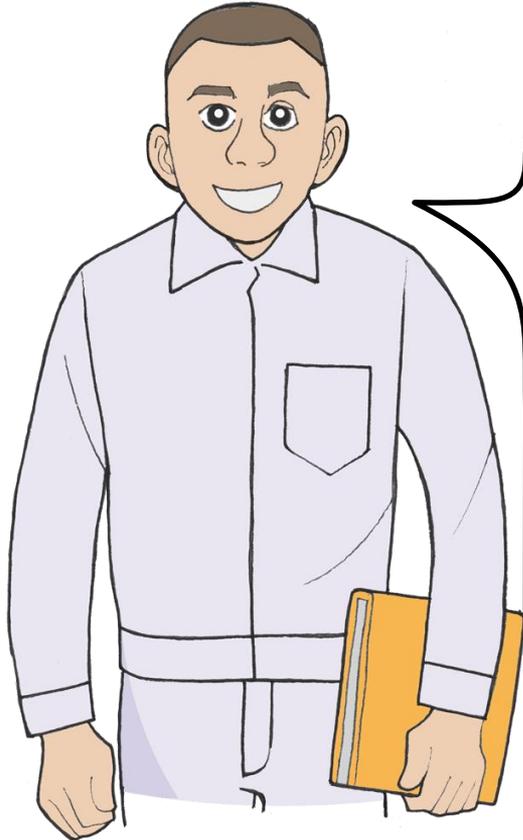
Quality inspections



A: Did you finish the quality inspection?

B: We finished going through the initial steps, but we still need to do one more check.

Quality inspections



We found a quality problem.

There's room for improvement.

There's been a report of quality deterioration.

Did you report the inspection results to the leader?

Quality inspections

What can we do to **improve** quality?



maintain



ensure



stabilise

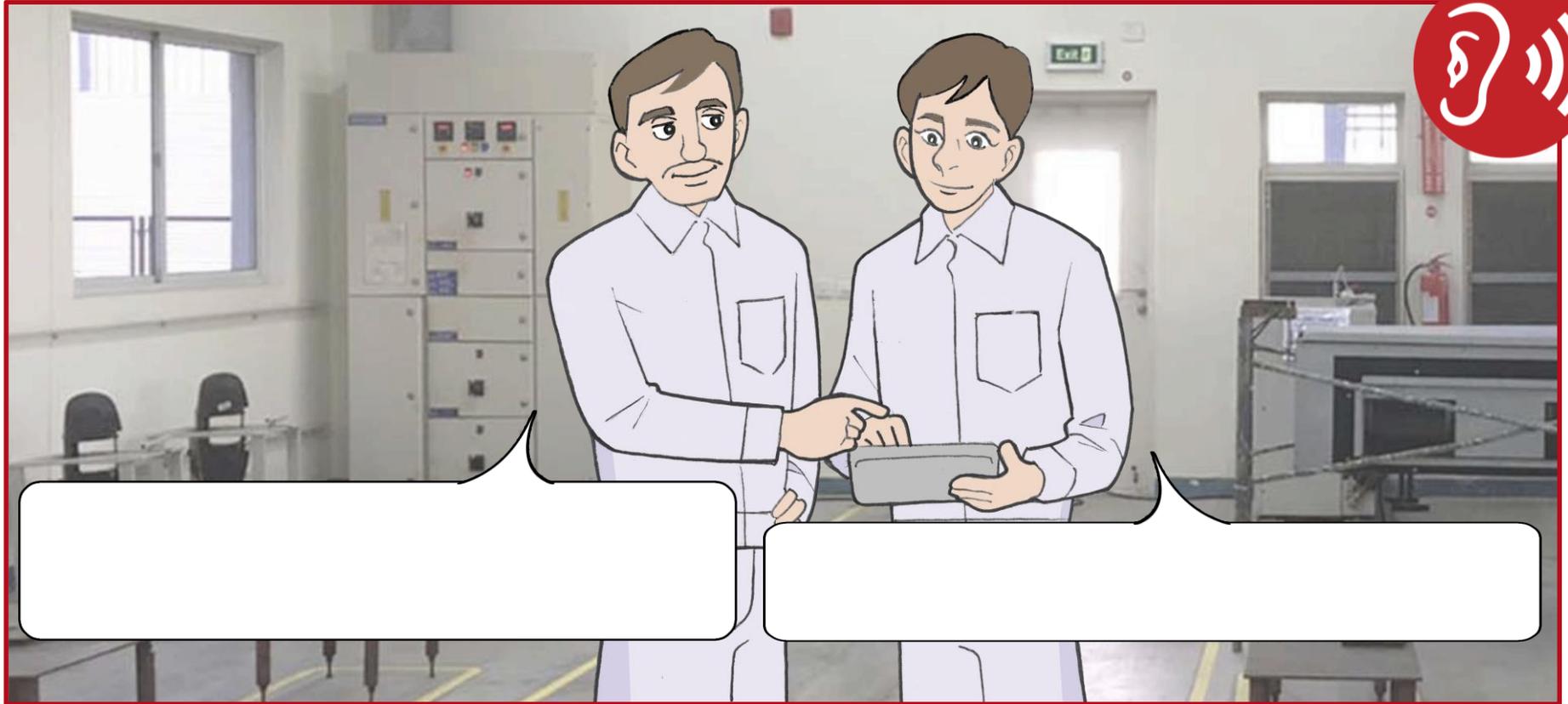


increase

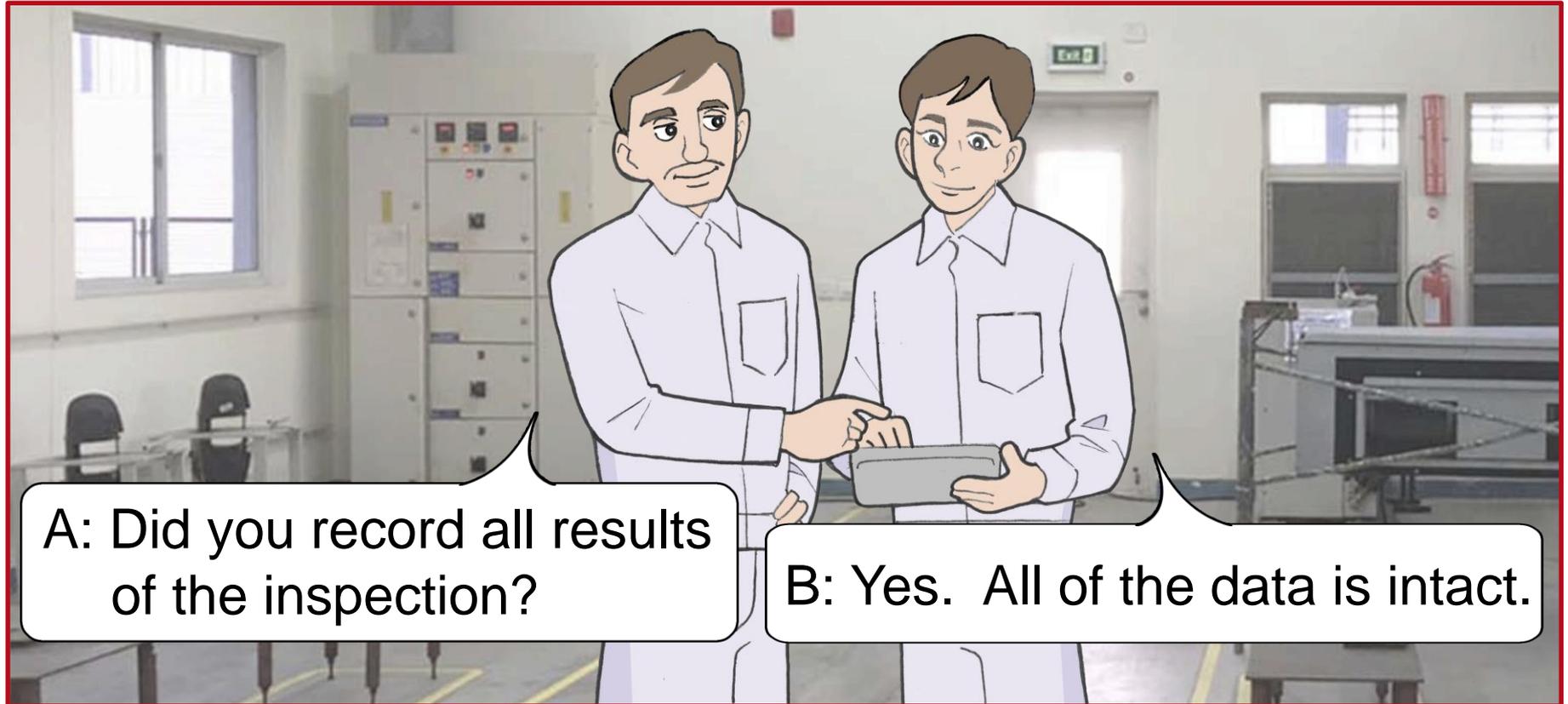


test

Recording inspection results



Recording inspection results



A: Did you record all results of the inspection?

B: Yes. All of the data is intact.

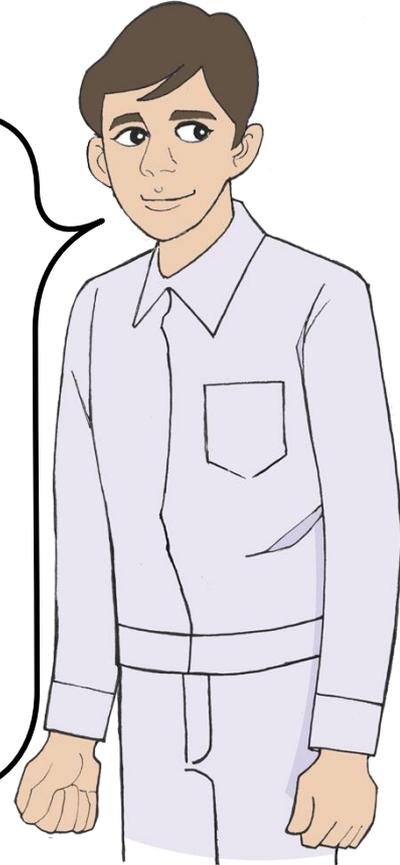
Recording inspection results

You're doing that the wrong way.

Please follow the specification sheet.

The testing method has one weak point.

**The reports said the parts passed
the endurance test.**



Recording inspection results

You need to .



recheck the numbers



conduct an inspection



pass an inspection

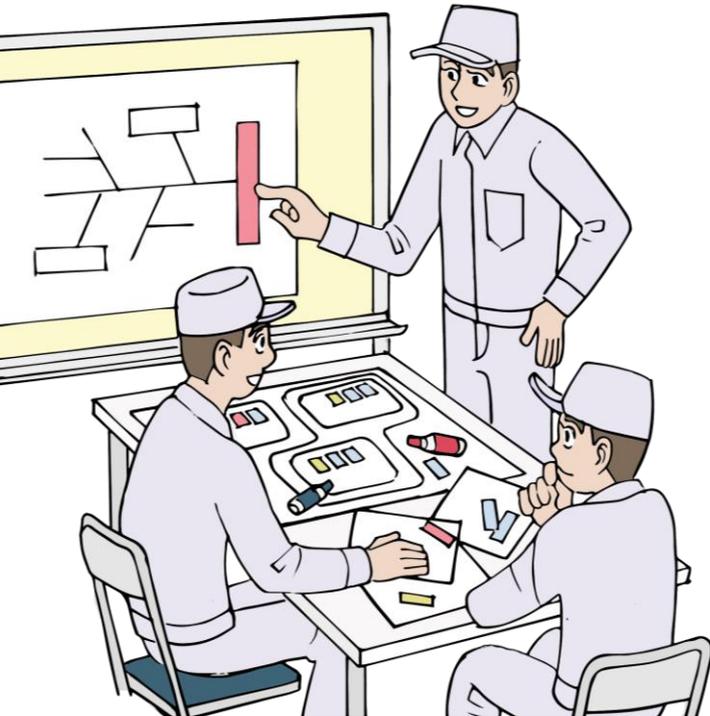


adjust the settings



inspect a sample

The importance of quality control



Quality Control(QC) is the act of ensuring that the quality of our products are up to the company's standards. In Japanese companies, we create teams throughout the factory. These QC teams look for potential problems and risks in the production process, and they discuss ways to deal with them. Some people might think that quality is something that only the check station at the end of the production line needs to think about, but that is wrong. It is the responsibility of each individual involved in the production process.

The importance of quality control

Discussion



Is there anything you do to promote quality control?



If you were on a QC team, what topics do you think would be good to discuss?

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