



**Production Supervisors** direct, plan, and coordinate the resources, processes, and activities needed in the manufacturing of products. They may supervise production and operating workers, inspectors, fabricators, and systems operators in order to ensure that all work is accomplished according to quality, safety, quantity, and cost specifications. Production Supervisors work primarily in manufacturing, production, and fabricating environments.

#### Example Positions

*Production Supervisor, Manufacturing Coordinator, Assembly Line Manager, Assembly Supervisor, Shift Supervisor, Production Control Manager, Production Manager, Production Crew Supervisor*

## Competencies

**Directing** – Production Supervisors manage the contribution and performance of individuals and teams to ensure company objectives are achieved and standards met. This involves communicating with others to make clear what is expected of them and conveying expectations about timeliness and quality.

**Planning and Priority Setting** – They identify the priorities, processes, and practical actions that are necessary to achieve an objective or an idea. Production Supervisors are involved with developing detailed action or project plans, including objectives, accountabilities, time frames, standards, review stages, and contingencies.

**Quality Focus** – Production Supervisors ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

**Communicating** – They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

**Safety Focus** – They take the practical actions necessary to ensure that the incidence and probability of workplace accidents, injuries, and illnesses are minimized. Production Supervisors excel at keeping up to date with current workplace safety laws, research, and best practices; ensuring awareness of safety-related issues; remaining vigilant for potential hazards; and taking all precautions to ensure the wellbeing of all employees.

**Conflict Management** – They address problems openly and objectively and bring substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.

**Composure and Resiliency** – Production Supervisors are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

**Time Management** – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

## Representative Behaviors

- Conveys expectations about quality and timeliness in a direct manner
- Consistently adheres to all company, customer, and governmental safety standards
- Thinks through what is needed to meet goals in terms of people and time frames
- Works to obtain a good understanding of the root causes of a conflict
- Utilizes best practices to ensure that work outcomes reflect high standards for quality
- Maintains composure in challenging interpersonal situations
- Maintains a constructive, open dialogue with others and speaks with candor
- Manages time in a way that allows for responsiveness to shifting demands



## Production Supervisor Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	<b>Conflict Management</b>	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	<b>Safety Focus</b>	Achievement Motivation and Perseverance
Managing Innovation	<b>Communicating</b>	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			<b>Time Management</b>	Adaptability
Team Building		Global Mindset			<b>Planning and Priority Setting</b>	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
<b>Directing</b>						Comfort with Ambiguity