Who we are:

„The REFA association is considered to be Germany’s oldest and most important entity specialising in work organisation and company development as well as company training.“

Quelle: Wikipedia.de
Tradition: Methods and neutrality

Tried and trusted REFA-Methods

- Data collection
- Work planning
- Organisation
- Control

The consistent REFA-neutrality

A special feature - all methods are coordinated with our partners

- Deutscher Gewerkschaftsbund (DGB)
  - German Federation of Trade Unions
- Bundesvereinigung der Deutschen Arbeitgeberverbände (BDA)
  - Federal Association of German Employers’ Association
REFA Group

REFA Consulting AG

REFA Institut e.V.

REFA Bundesverband e.V.

REFA AG

REFA GmbH Suisse

REFA Italia

REFA Hungaria

REFA in Austria
REFA International – we build on trust and fairness

• From top management consulting to the optimisation of individual work steps in the operational area you can count on our know-how.

• REFA International is the consulting company that provides you with competent, secure, discreet and reliable support.

• Our involvement, with which we accompany the development of our clients business on a day-to-day basis into the future, establishes long-term relationships, since 1924.

• REFA International speaks your language and knows your requirements.

• Our experienced specialists and tailor-made solutions for your company offer optimal security and success.

• You, as our valued customer, are at the centre of our activities, passion and success.
Corporate consultancy with REFA International AG – so you reach your goals faster

- Remuneration systems
- Logistics management
- Activity sampling
- Potential analyses
- Process optimisation
- Quality management
- Time studies
- SEG-workload analysis

© REFA International AG
Our consulting work for you aims to

- optimise processes
- reduce costs permanently
- increase your competitiveness

Industry expertise

- Metal & electrics
- Automobile
- Chemical & construction materials
- Energy & electronics
- Communication, media & technology
- Machinery & plant engineering
- Pharmaceutical & healthcare
- Transport & traffic
- Logistics
REFA-customer segments

• Companies, Institutions and Organisations
  (of all sizes and across all lines of business)
• Private persons
• Administrations
• Service providers

Benefits for local and global customers

• Internationally proven and reliable methods
• Comprehensive and secure application
• One REFA – language world wide
REMUNERATION SYSTEMS

• Verification of current remuneration systems / REFA-expert's report
• Development of an individualised remuneration system / REFA-expert's report
• Mediator between the work force council and the employer
• Accompanying the decision making process time wage vs. performance linked payment
Logistics and warehouse optimisation

Analysing and improving logistics performance

Improvement of material flow and warehouse optimisation

Time studies and process optimisation in logistical systems

Reorganisation of warehouse systems
ACTIVITY SAMPLING

• Statements about the temporal structure of activities and processes
• Statistically sound basis for operational key figures
• Base for well founded process analyses and -optimisations
• Determination of weak points
• Delivery of usable results as well for administrative and creative tasks
POTENTIAL ANALYSES

- Basis for entrepreneurial profit increases
- Development of cutting edge progress strategies to increase efficiency
- Assessment of quality standards
- Review and appraisal of company resources
- Analysis of flexibility given the current personnel structure
• Process analysis and process optimisation
• Rationalisation and restructuring to achieve cost reductions
• Locate and integrate optimisation potentials in planning and controlling of production
• Coaching and consulting while introducing modern production systems
• REFA-stress test / REFA-expert’s reports
QUALITY MANAGEMENT

- QM-system to oversee and direct processes
- Review and complement the existing QM-system
- Coaching and training for the analysis and implementation of QM-systems
- Conducting internal audits to enable active implementation of targets
TIME STUDIES
CONDUCTED BY THE „TIME EXPERT“

- Conducting time recordings and time studies / REFA-Times*
- Verification of existing time recordings* / REFA-experts report
- Data base for cost accounting and controlling systems
- Implementation of a REFA Time Management
- Personnel leasing of REFA-experts
- Cost and performance calculations

* We work with our REFA TIME® Software
SEG-WORKLOAD ANALYSIS

- Analysis of selected activities with granted SEG extra pay (actual situation)
- Determination of load types (dirt, difficulties, risks)
- Determination of intensity of identified load types
- Determination of sources of load types
- Determination of the percentage of impact duration
• Optimisation of administrative processes
• Examinations of organisational structures
• Coaching for restructuring
• Calculation of personnel requirements in public administration
• Organisational management in administration
TimeTools®

We have the right time study software for every Industrial Engineering task, such as work studies, time recordings and standard time determinations.

<table>
<thead>
<tr>
<th></th>
<th>REFA MULTI®</th>
<th>REFA TIME®</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Digitisation of Activity sampling</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Waste analysis</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Load level analysis</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Allowance time</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Process study</strong></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
REFA Time®

WE (Windows-Edition) is our specialised software for time studies
- optimised for mobile Windows systems.

Both the data collection and the final evaluation are conveniently carried out on one device.

REFA Time® – thanks to a revised touch function, it can be installed on a wide variety of Windows systems.

- Intuitive operation
- Possibility to consolidate several studies
- Individual design of data collection menu
- Export to all conventional formats
REFA Multi®

This software enables you to get a real image of the workload of people and machines as well as to determine waste.

With the results of the activity-sampling you can make the right decisions to improve your work processes.

REFA Multi® – another efficient data collection method by REFA

- Planning
- Implementation
- Evaluation

of activity sampling.
Experience and expert knowledge at your disposal
Your personal REFA consultant

• has many years of professional experience in specialist and managerial roles
• has intricate knowledge of all REFA methods
• has at least 5 years of consultancy experience
• knows „your“ subject from practice
• adheres to the REFA Code of Conduct
• has a licence to conduct REFA-Consulting

Employees of REFA-International worldwide, in Europe

Worldwide: about 200
of which in Europe: 132
Linking New with Tried and Tested
Combined seminars with online and face-to-face trainings

Step 1: Online Seminar

- Our certified REFA Online Trainers educate you and your staff in our tried and tested methodologies
- Reliability and saving potential for expenses and the environment

Step 2: In-house Face-to-Face Coaching

- Guided hands-on implementation of the methods studied in the online seminar

Using the virtual classroom for knowledge transfer of methods and theories minimises costs, allows risk-free contacts and guarantees the compliance with hygiene rules.
Our locations

Head quarters
Vic. Ponte Vecchio 3-5
6600 Locarno
Switzerland

Kärntner Ring
5-7 1010 Vienna
Austria

Elsenheimerstraße 61
80687 Munich
Germany
Success is the best reference

A selection of our customers:

They all have one thing in common - they are satisfied with our services