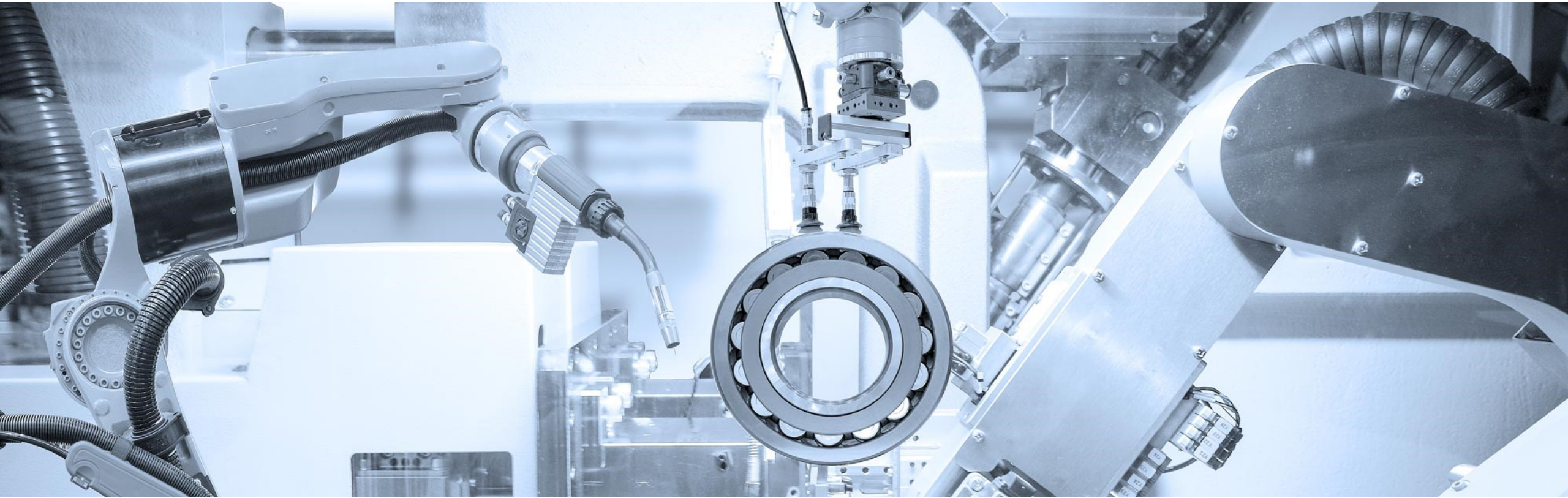


REFA International AG

Ihr Optimierer für Zeiten und Prozesse.



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.“



Tradition: Methods and neutrality

Tried and trusted REFA-Methods



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

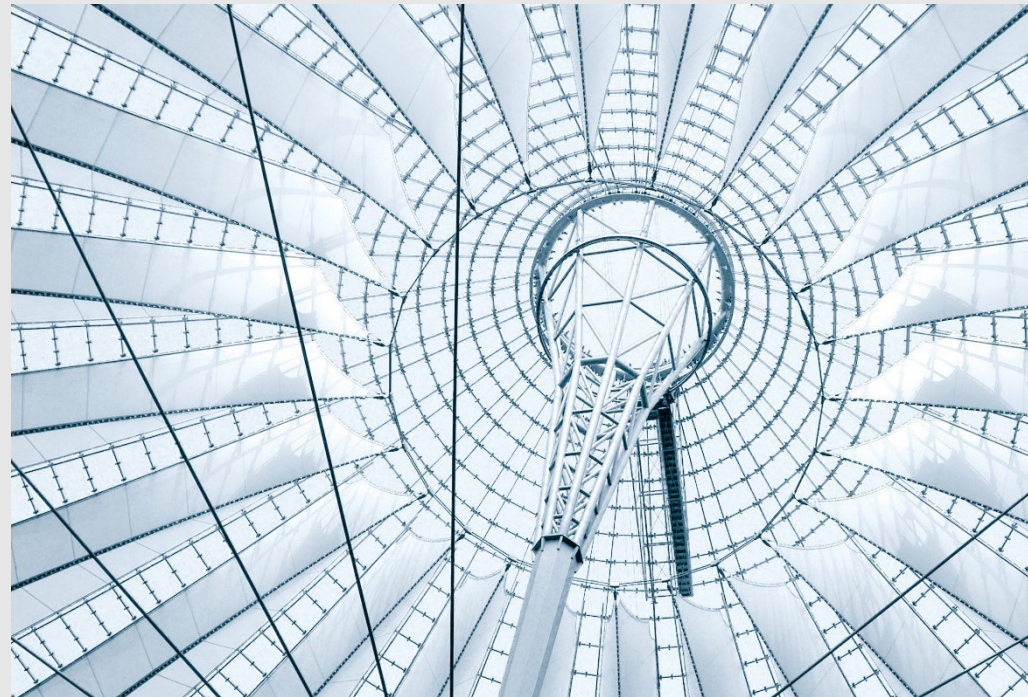
REFA Group

REFA Consulting AG

REFA Institut

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-Consulting for industry and trade

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 MANAGEMENT

- 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 OPTIMISATION



- 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

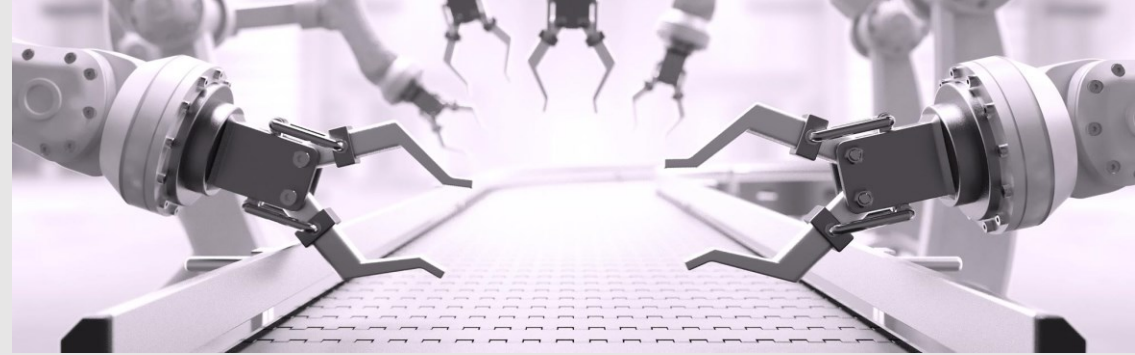


- QM-system to oversee and direct processes
- Review and complement the existing QM-system
- Coaching und training for the analysis and implementation of QM-systems
- Conducting internal audits to enable active implementation of targets

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



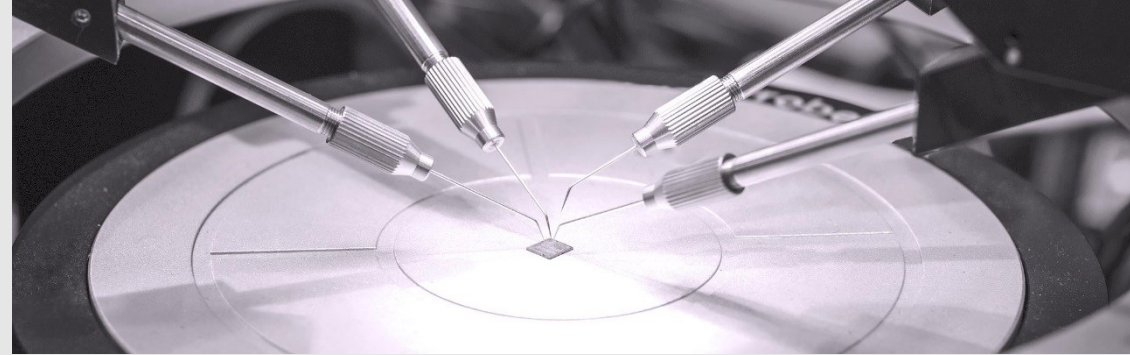
SEG-WORKLOAD ANALYSIS



- 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

ORGANISATIONAL CONSULTANCY FOR INDUSTRY & ADMINISTRATION

- 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..

	REFA MULTI®	REFA TIME®
	Digitisation of Activity sampling	Software solution for the classic REFA-time recordings
Software	✓	✓
Waste analysis	✓	✓
Load level analysis	✓	✓
Allowance time	✓	✓
Process study		✓



REFA TIME
Zeiterfassungssoftware



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.

- ✓ Intuitiv operation
- ✓ Possibility to consolidate several studies
- ✓ Individual design of data collection menue
- ✓ Export in alle gebräuchlichen Formate



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

Our locations



Arnulfstrasse 83
80634 München



Vic. Ponte Vecchio 3-5
6600 Locarno



Kärtner Ring 5-7
1010 Wien



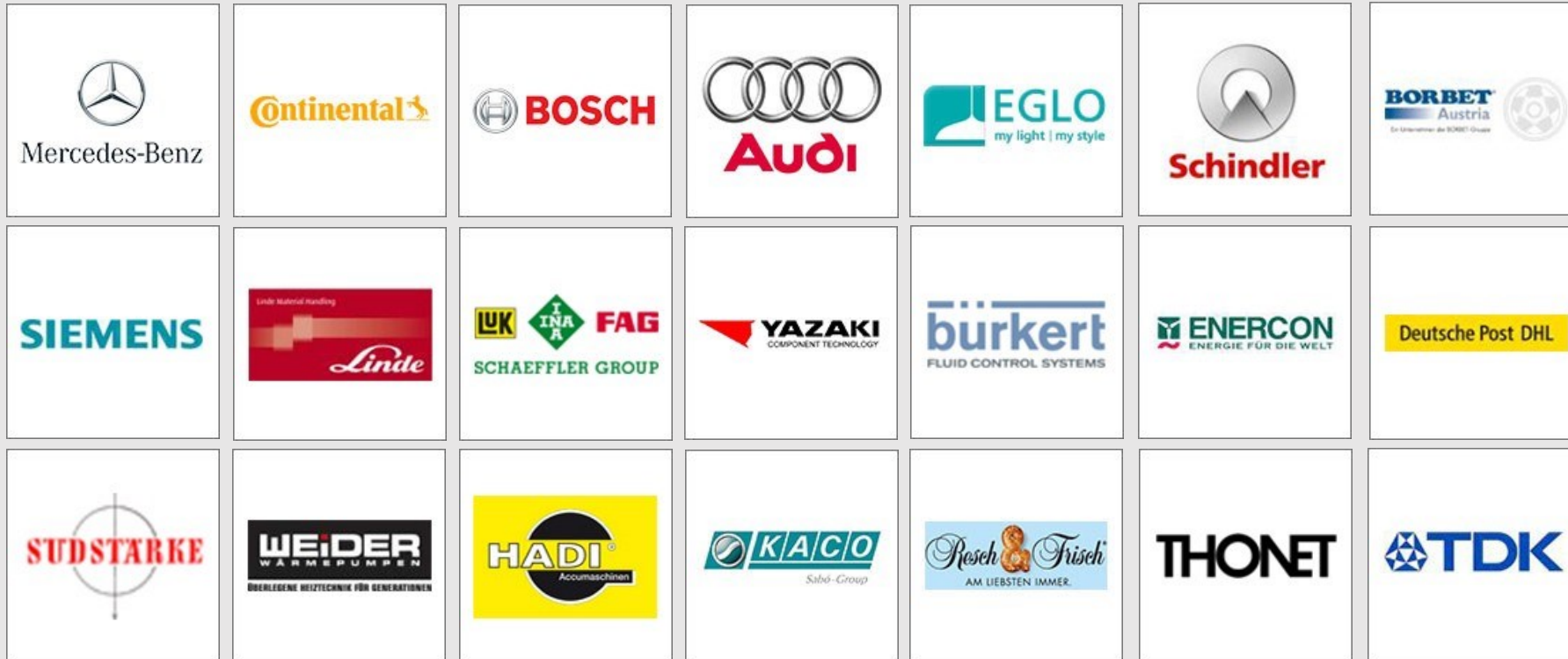
Level 15 & 16 Nexxus Building
41 Connaught Road Central
999077 Hong Kong



Németvölgyi út 64
1124 Budapest

Success is the best reference

A selection of our customers:



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