

SALES SDCA A3

Team Name:		Sales Cycle ID:	<b>S: Standard</b> Review the method. Document the actions needed and who will complete each action step. Clarify the resources needed for each action step. Decide on what constitutes variation and required action.			
<b>S: State the standard</b> <i>Standard work is the best practice for a given process. It should provide a routine for consistent delivery of work and to do this it must be stated clearly and provide a clear line of sight to the Value Stream Manager, Team Coordinator and Team Members.</i>						
<b>A: Agree on the method.</b> What is the method you are going to use for the documentation of standard work. It will provide the necessary components of a reporting system that ensures the work is being done as expected. What are you currently doing?						
<b>L: Locate the people who will be on the team.</b> List the members of your team, including position and role they will play.						
<table><thead><tr><th><u>Name</u></th><th><u>Position</u></th><th><u>Role</u></th></tr></thead><tbody></tbody></table>			<u>Name</u>	<u>Position</u>	<u>Role</u>	<b>D: Do the plan</b> Perform to the standard. Use a Kanban board or other means of visualization to demonstrate work flow and problems encountered.
<u>Name</u>	<u>Position</u>	<u>Role</u>				
<b>E: Empower the Team</b> The team is autonomous and completely responsible for the tasks within this stage. Clarity is the most critical factor for empowering a team. Outline Meetings, Daily Stand-ups, Weekly Tactical and others as needed. Define Standard Work of Team to accomplish process.						
<b>S: Select the Team Goals of the Project</b> The team must fully understand the exact goals and outcomes that are expected for this particular cycle.						
			<b>C: Check (Study) to see if an improvement was made</b> Did the plan work? Collect and analyze data to demonstrate if standard was done. Determine what changes are needed for improvement.			
			<b>A: Act (Adjust)</b> Is the standard being completed. Has Customers’ needs been completed? If not, reconsider and continue improvement with PDCA. If it has can customer be handed off to next stage/cycle? Document the steps that will need to be taken for this and complete hand off.			