

THE WoW CARD – STANDARD WORK

Purpose: Developing standard work and defining the needed team (SALES acronym)

S – State the standard

- Best practice for a given process (What we do?).
- Provide a routine for consistent delivery of work
- Must be stated clearly
- Provide a clear line of sight to adjacent associates

A: Agree on the method

- Method used for documentation of Std. Work
- Provide components of a reporting system
- Ensures the work is being done to standard

L: Locate the people who will on the team

- List the members of your team
- Include position and role they will play.

E: Empower the Team

- Team is autonomous & responsible for the tasks.
- Clarity is critical factor for empowering a team
- Outline Meetings: Stand-ups, Weekly Tactical
- Define Standard Work of Team (Team Charter)

S: Select the team goals of the workflow

- Team must understand goals and outcomes
- Boundaries should be clearly defined

HOW TO CREATE STANDARDS (SDCA)

S: Standard

- 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

D: Do the plan

- Perform to the standard.
- Use Visualization board to demonstrate work flow and problems encountered

C: Check (Study) to see if an improvement is needed

- Is the standard being maintained?
- Collect and analyze data to demonstrate if standard was done.
- Are there changes available for improvement?

A: Act (Adjust)

- Have standards been met? If not, reconsider and continue improvement with PDCA.
- Can standards be raised? If so, reconsider and continue improvement with PDCA.
- Proceed with standard or document steps needed to be taken.