

Standard work is achieved through a simple written description of the most efficient way known to perform a particular task that eliminates waste and supports the consistent application of best practices.

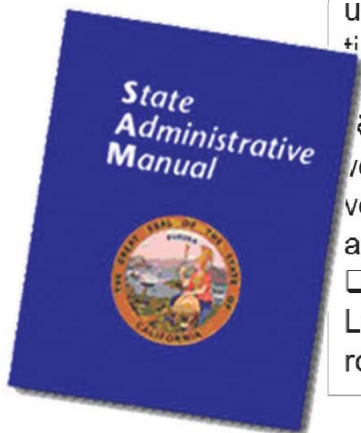
- Documents current practices that serve as the baseline for further improvements.
- Eliminates waste by consistently applying best practices.
- Focuses on the employee, not the equipment or materials.
- Reduces variation and eliminates waste by consistently applying best practices.

Create standard procedures and documentation that:

- Produce consistent results
- Help train and guide team members
- Drive out defects (reduce waste)
- Make processes sustainable (through employee turnover)
- Are visual

Standard Work includes:

- Job Aids
- Checklists
- Forms
- Policy
- Procedures
- Steps



How to Change a Spare Tire

- Things Needed**
Lug wrench
Car jack
- Step 1**
Place the vehicle in park on a flat and level surface and engage the parking brake. If available, place a large rock under the back of a front tire and under the front of the rear tire.
- Step 2**
Remove the spare tire, lug wrench and car jack from the vehicle. All of these are typically be found in the trunk of the vehicle. Check your owner's manual for their location if they are not in the trunk.
- Step 3**
Loosen the lug nuts, without removing them from the tire, by rotating them counterclockwise using the lug wrench...

Standard Work: Checklists

To create a checklist, write down steps of routine tasks.

- Involve team members
- Create actionable/specific steps
- Keep it precise, efficient, easy to use
- Base it on process
- Write as if you are writing for someone else

“Checklists not only offer the possibility of verification but also instill a kind of discipline of higher performance.”

-Atul Gawande, M.D. *The Checklist Manifesto*

Helpful hints:

Whenever developing a standard work document, it is important to search for best practices. Observing multiple people doing the same work is a good way to let everyone see how much variation there is from unit to unit and from person to person.

DO:

- Keep standard work simple
- Make it accessible
- Include all information on one, easy-to-read document
- Create one standard work document for each part of the process
- Always look for ways to improve the process.

DON'T:

- Put standard work in a desk drawer
- Change processes without changing standard work
- Make standard work difficult to change
- Give up on standard work – it can be tough, but it's very important