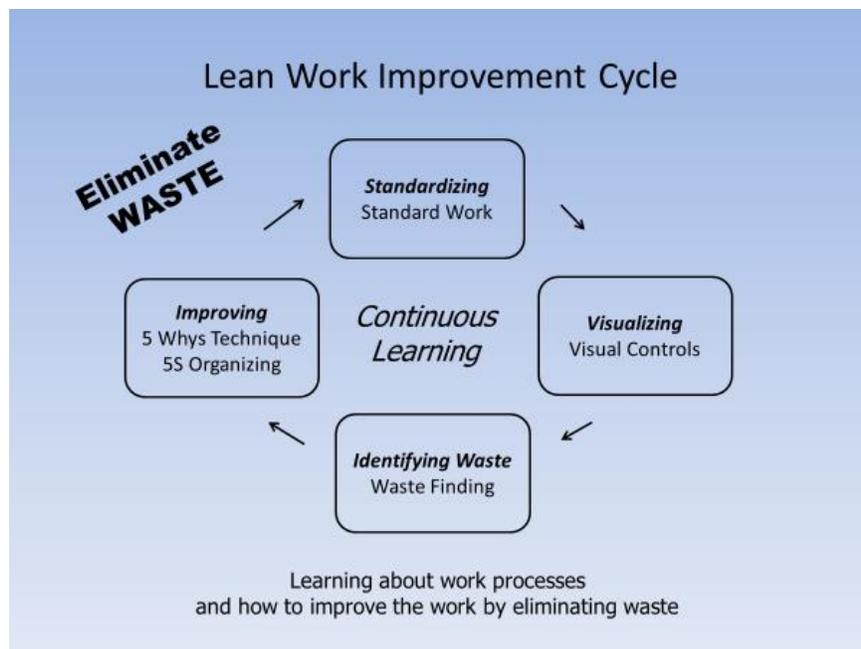# Standard Work
Notes

What is standard work?

Standard work is a program for assessing, approving and documenting the current standard way of performing a work process.

Standard work is not locked-down but is flexible. Standard work documents the current best way of performing the work but is also a challenge to workers to come up with a better way

How does standard work contribute to the Lean management system?

Standardizing is the first (and last) activity in the Lean Work Improvement cycle

The specific roles of benefits of standard work include:
1) Defining a standard way of performing work to guide current workers and to train new workers
2) Creating a stable and uniform process that is predictable and productive
3) Helping the team to better work together by understanding the big picture of the work
4) Helping the team to identify waste as deviations from the standard
5) Providing a platform and challenge for making improvements

In general, standard work makes empowerment practical by balancing empowerment and control

How to organize and implement standard work?

Five steps to get started with a standard work program:

1) Select and define a process
Define a process with beginning, end, output and process customers
Example: Purchasing cleaning supplies at a retail store
Beginning = Someone decides to purchase cleaning supplies
End = Received cleaning supplies are put on the storeroom shelf
Output = Appearance of cleaning supplies on the shelf
Process Customer = Anyone who needs to use the cleaning supplies (internal customer)

2) Determine the current best way of performing that process
List of activities or steps to get from beginning to end, to produce the output
Example: Purchasing cleaning supplies at a retail store
1) Decide to order cleaning supplies from a supplier
2) Prepare a purchase order for the supplies
3) Send purchase order to supplier
4) Accept delivery from supplier
5) Make list of received supplies and give list to bookkeeper
6) Put supplies on the shelf in the storage room

3) Document the current best way in the form of a Standard Work guide
Standard work guide should be simple, legible, easy to interpret, and visible/accessible
Sample work guide formats are shown below including checklist, timeline chart and flow chart

4) Post the Standard Work guide to be accessible to workers
Post along with visual controls in the most useful place for workers
Who is authorized to prepare and post standard work guides?

5) Train workers on the use of the Standard Work guide
Possibly separate training session, but talk about in stand-up meetings and gemba walks
Be sure to say that worker suggestions are welcomed and expected

Standard work will make the workplace more productive, less frustrating and more enjoyable

XSolutions Support Ticket Handling Process
Standard Work Guide for Techs

1) Client requests support

2) Open ticket and send acknowledgment to client
Goal: within 10 minutes from client's support request
      -> Use email template "Support Ticket Acknowledgment Email"

3) Triage the ticket and make escalation decision
      -> Follow "Support Ticket Escalation Rules"
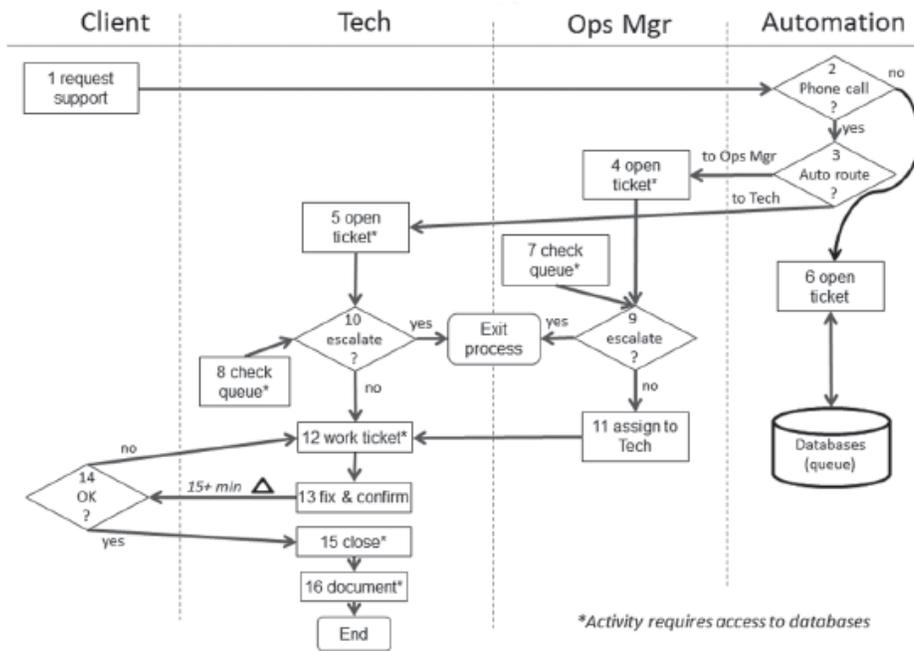
4) Work the ticket
      -> Use Ticket Support system

5) Fix the issue and call or email the client to confirm the fix
Goal: within 45 minutes of opening the ticket

6) Document the ticket
      -> Use Ticket Documentation screen
Goal: document all tickets by the end of the day

CHECKLIST

ED Admitted Patient, Information Flow Time Line

Date Prepared:
Manual Tracker Time / Facilitation Time / Wait Time
Target 73 min

Responsible Party	Steps	Work	Tracker Notice	Wait	Work Time (In Minutes)
MD	Complete Blue Sheet	5			
	Hit PMD on Tracker	1	67		Trigger Heads-Up
	Speak with PMD	5			
	Cisco Transfer to RN	1			
	Admitting MD enters CPOE	10			
RN	Receive and Chart Orders	5			
	Complete SBAR	7			
	Facilitate Flow		67		Respond to PMD Trigger on Tracker, Facilitate Flow
	Chart on Transporter Rack	1			
	Fax SBAR to Floor	2			
Unit Secretary	Blue Form in, Call PMD	1		< 30	Try for 30 minutes
	Cisco Transfer to ED Doc	1			
	Log Call on Tracker	2			
	Bed Request	5	67		Trigger Heads-Up
	Schedule w/Transporter	1	15	15	15 min notice
	Proactively find Bed			15	
	Total	47		60	73 min

TIMELINE CHART

FLOW CHART

*Activity requires access to databases