

Overview

The primary focus is eliminating variation in the work process by establishing and defining standards to complete the work. Repeatability of work functions with high quality and with cost effective performance is the concept for all personnel.

Objective

- To introduce the reduction of variation by the establishment of clear and precise work standards for completing the work.
- Defining types of variations in the work tasks between several people doing the same work.
- Consistently matching or exceeding QCD of the process.

Topics

1. Variation
2. Work steps (Process)
3. Work requirements (Tools, gages, PPE, layout, etc.)
4. Standardized Work Sheet

Activity

Individuals will be performing a form of standardized work within the classroom to exhibit differences among personnel doing the same work.

If the all participants are composed of an area team or department, the team will be tasked to create a Standardized Work Sheet for the operations or modify existing SWS. Focus is to eliminate any element of variation that would yield a less than quality result. Team is tasked to measure performance over all shifts.(Note: Supervisor/manager will be required to provide current process standard to the training session.)

Repetitious processes, same work daily with little to no change, should have a performance log sheet developed by the team to daily record performance and identify discrepancies for immediate corrective action, visually displayed in work department or work area. Form to be developed by the team.

Course Timing

This course is a classroom session mixed with shop floor activity. Total course time is 4 hours with actual time subject to the development of the SWS, be it first time development or enhancement of current SWS. First time development will involve numerous trials on the shop floor to observe work practices of multiple people, thus time could lend itself to an 8 hour session.

Materials

Overhead projector
Slide Show Presentation
Standardized Work Sheets
Measurement Standard
Pencils
White Board/Markers

Participants (8-10)

Operators
Manufacturing Engineer
Quality Engineer
Support staff (Administrative)
Manager/supervisor
Cross-functional team

Milestones

Pre-Requisite – 8 Waste Training

Enhancing lean thinking through the identification of variation in work practices

In-Class SWS Development

Team Leader or Supervisor assists in facilitating the team through developing a SWS, step by step record of performing a job task, defining normal practices of examining quality, quantity, resources to conduct work, and overall time.

Audit – 3 Month after SWS Development

Audits are to be completed on a weekly basis to review sustainability of SWS. The 3 Month Audit is to examine performance with team and discuss/implement actions to ensure positive performance.