

Building Your House of Lean: Standard Work and Effective Communication

Presenters: Annelise Doll and Laurie Stark

Who We Are

- Annelise Doll, Scholarly Communications and Repositories Librarian
- Laurie Stark, Staff Development and Lean Initiatives Coordinator

Safety

- Fire Exit
 - In case of fire, please walk to the nearest exit.
- Unsafe act or condition
 - If you see an unsafe act or condition, please notify presenters

Roadmap

- Standard Work
- Hands-on Activity
- Language
- VPOL experiences


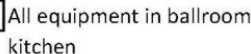


What is standard work

- Work that is specific, documented, measurable, and repeatable
- A foundation on which to build workflows
- Enables continuous improvement to occur

Elements of standard work

- Takt time—the rate at which a product or service must be provided to meet customer demand.
 - Net available time/customer demand
- Description and sequence of the work.
- The inventory, machine, etc. that is needed to keep the job or task operating smoothly.

Example of standard work

JOB ELEMENT SHEET		safety	Process	
Making coffee for catered events				
Overview and steps	Instructions and Explanations	Visual assistants		Takt Time
Step 1	1.1 Get Event Sheet from LEAD or Manager	1.2		20 min to heat machine
Prep for making coffee	1.2 Locate amount of coffee needed 1 pot per table			
Step 2	2.1 Coffee Maker	2.1		
Equipment Needed	Coffee Urn(coffee is brewed in) 2 gallon Coffee Filter(back up in store room) Black Coffee Pots for serving Black coffee pot lids _____ (NO LABEL-Reg, DECAF on lid-Decaf) Coffee packets(starbucks- silver is REG, Green is Decaf)			
Step 3	3.1 Turn on Coffee Maker 20 Minutes before ready to brew	3.1		
How to brew coffee	3.2 Place coffee urn under basket and handle is in in up position(or coffee will pour out)			
	3.3 Rinse basket before starting new brew			
	3.4 Place filter in basket (filter located on top of coffee machine)			
	3.5 Open 1 pack starbucks for 1/2 pot and place or two packs starbucks for a full pot, put the coffee in the filter in the basket	3.2	urn centered and handle in up position	
	3.6 Place filter basket into slot in machine (Insure that filter doesn't fold over causing grounds in coffee)	3.4	filter location	
	3.7 Insure machine is set on full brew	3.7	Full brew	

**Are you already doing something that
could be considered standard work?**

Homebuilding Activity - Round 1 of 3

Form teams of two and select roles:

- Foreman - read instructions on your sheet to the builder
- Builder - follow verbal instructions from Foreman using the crayons at your table
- Takt Time: 5 minutes, 1 house/team
- Bring your houses to the “inspector” for review
 - Inspector is looking for compliance with standard for a new community

Homebuilding Activity - Round 2 of 3

Keep your roles!

- Foreman - Read your handout to the builder ONCE out loud and then put away
- Builder - Do not look at the foreman's handout and do not ask the foreman questions. **Do not begin building until the foreman is done reading.**
- Takt Time: 5 minutes, 1 house/team
- Bring your houses to the “inspector”
 - Inspector is looking for compliance with standard for a new community

Homebuilding Activity - Round 3 of 3

Keep your roles!

- Foreman and builder may both read the handout and collaborate
- Takt Time: 5 minutes, 1 house/team
- Bring your houses to the “inspector”
 - Inspector is looking for compliance with standard for a new community

Discuss at your table:

How does this activity inform your understanding of standard work?

Do you see applicability within your own work or work environment?

Report Out

- Please share!

Benefits of Standard Work

Benefits:

- Improved and more consistent quality
- Reduction in variability
- Facilitates training
- Shows respect for people
- Creates a safer work environment

How was language important in this activity?

Our Language Use Story

KANBAN

GEMBA

SIX SIGMA

LEAN

PACE

ICE

SPOT IMPROVEMENT

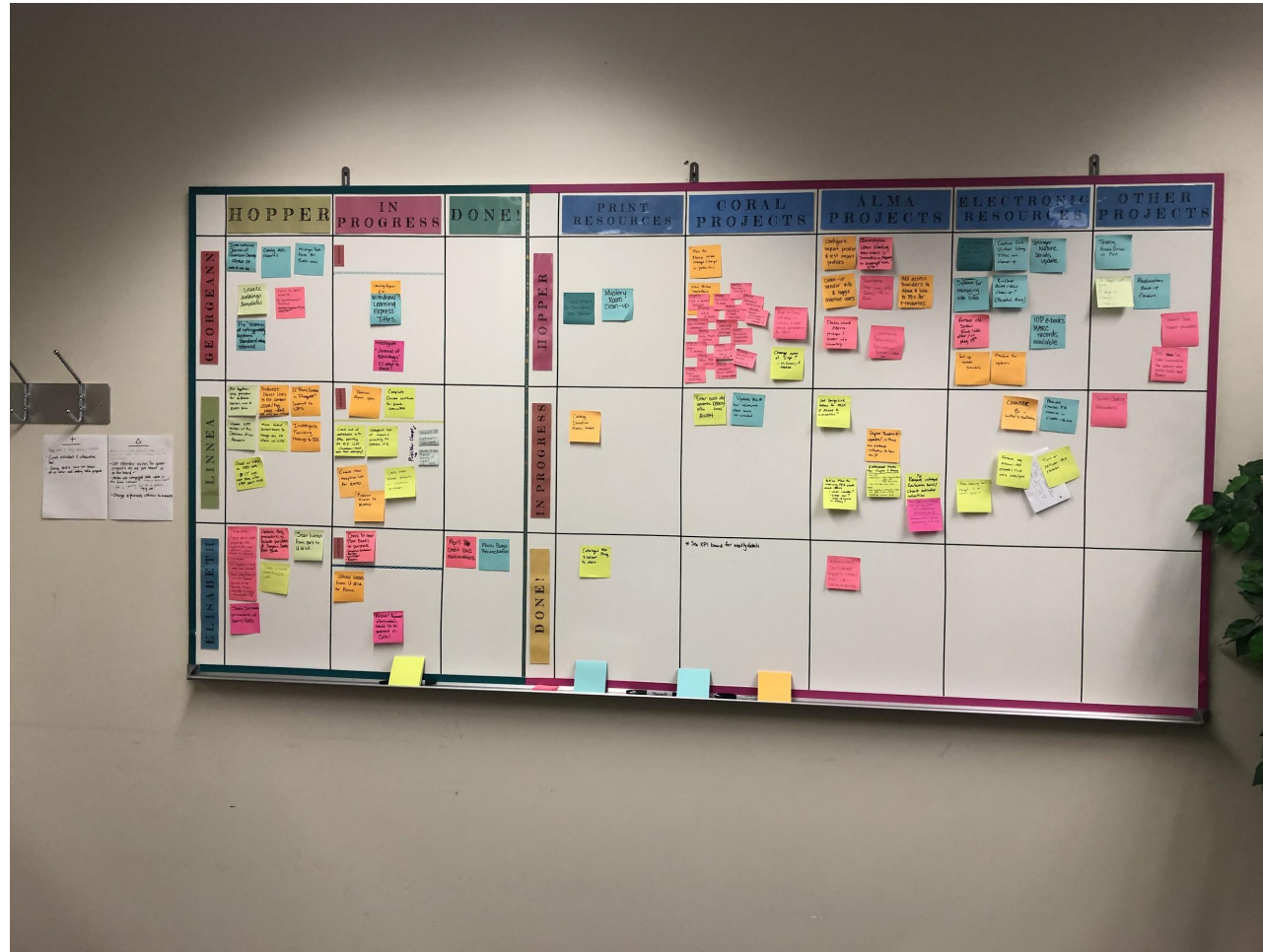
KAIZEN

Our Language Use Story

Priority Communication

#	Anticipated Cost	Difficulty to Implement	Short Term Impact	Long Term Impact	Alignment with Library/University Mission	Total
1	5	3	5	5	5	23
2	5	3	5	5	5	23
3	5	5	5	3	4	22
4	2	2	2.5	2.5	2.5	11.5
5	4	3	3.5	5	5	20.5
6	4	3.5	3.5	5	5	21
7	2.5	2	4	5	5	18.5
8	5	2	4	4.5	5	20.5
9	4	3	3.5	5	5	20.5
10	2	1	4	5	5	17

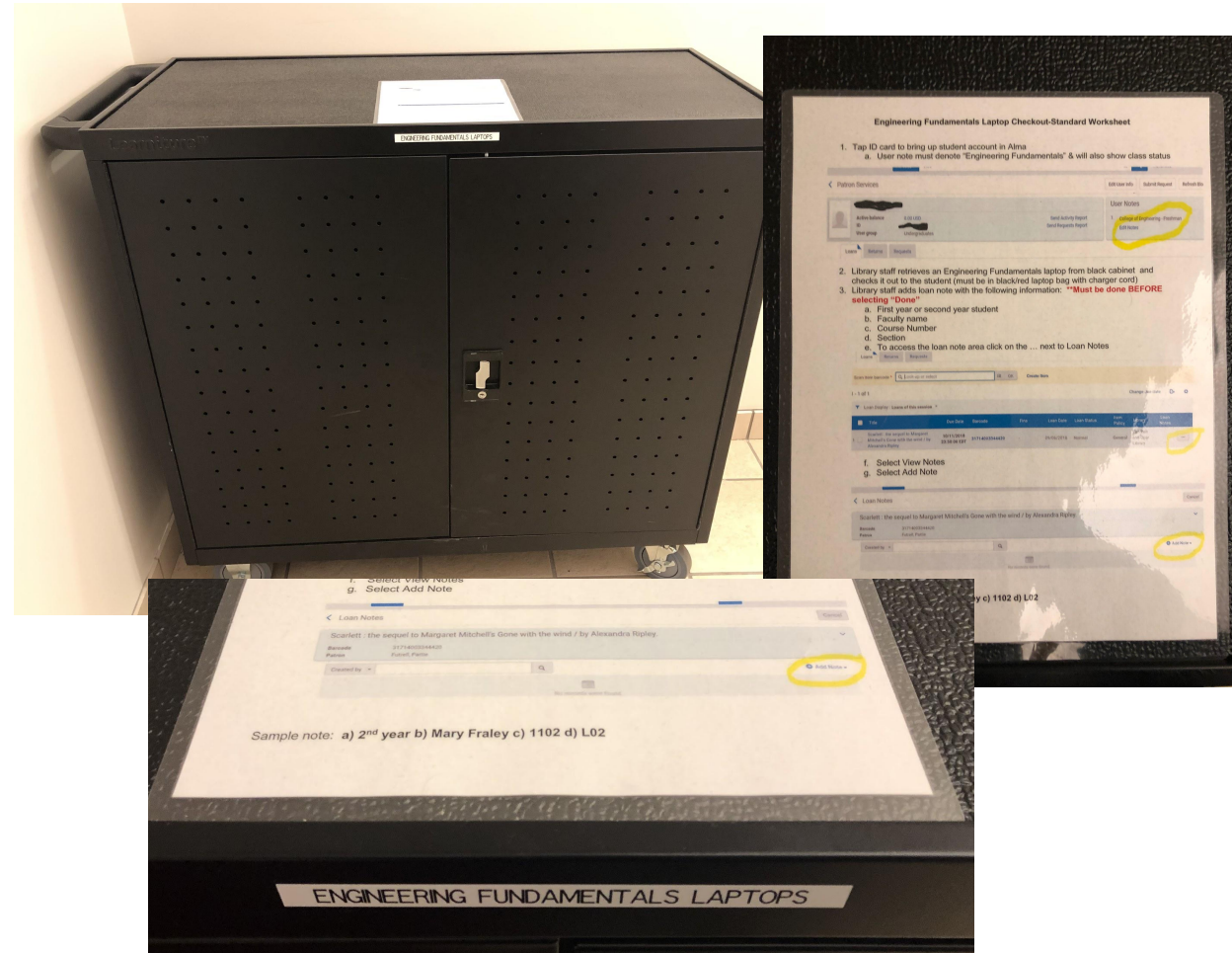
Our Language Use Story



Application of Standard Work

REQUEST ROUTED	PROJECT APPROVED	ASSIGNED	VEHICLES CREATED	DRAFT APPROVED	APPROVED BY REQUESTER	PRODUCED/ DELIVERED
<p>Orientation Sign 8/20/17 Jenn Sams</p> <p>Mapcase Signage 5/18/17 Katie</p> <p>Prosignage 8/1/17 Carol</p> <p>New Executive Drive Sign 8/1/17 Carol</p> <p>Cart Signage 6/9/17 Katie</p>		<p>Labor Day Sign 8/1/17 Carol</p> <p>Help House Sign 4/12/17 Carol McCallahan</p> <p>Order Service Request digital sign 8/1/17 Carol</p> <p>4th of July Sign 6/8/17 Carol</p>	<p>Service Desk Dig Sign Chen</p> <p>Reading Room Sign 5/10/17 Katie</p>		<p>Outdoor Dig Sign 12/31/16 Carol</p> <p>Daybed Lounge Sign 5/15/17 Annelise</p> <p>Door closed sign 6/5/17 Mia</p>	
		<p>Prosignage 6/5/17 Jenny Hiltner</p>	<p>Recommen. Sign 4/13/17 Mia Hiltner</p>	<p>Screening 5/11/17 Katie</p> <p>Rem. Ch. Sign 5/11/17 Katie</p>		

Application of Standard Work



Application of Standard Work

Vladmir Tonchev Processing Spreadsheet ☆

File Edit View Insert Format Data Tools Add-ons Help Last edit was made yesterday at 1:22 PM by Kari Bellin-Sloat

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	A	B	C	D	E	F	
1	Series (Collection)	DOI/Link	Allowed version	Manuscript Number	Posted	Embargo	Notes
2	math-fp	https://doi.org/10.1016/j.jcta.2018.09.009	Preprint or Postprint ▾	1069	metadata only ▾		
3	math-fp	https://doi.org/10.1007/s10623-018-0502-5	Preprint or Postprint ▾	1070	metadata only ▾		
4	math-fp	https://doi.org/10.1007/s10623-018-0514-1	Preprint or Postprint ▾	1071	metadata only ▾		
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9	math-fp	https://doi.org/10.1007/978-3-319-72453-9_24	Abstract Only ▾	1076	metadata only ▾		
10	math-fp	https://doi.org/10.1515/advgeom-2018-0002	Abstract Only ▾	1077	metadata only ▾		

Takeaways

- Document ways that you are already doing standard work so that you can begin improving them.
- In what areas of your work could incorporate more standard work?

Questions?

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