

MANUFACTURING BRAIN BOOSTER

LEARNING ACTIVITY #3 – STANDARDISED WORK



WHY BRAIN BOOSTERS

Whether it's to earn some brownie points at home or make your lives easier Brain Boosters cover some very useful and simple manufacturing improvement principles, which can be adapted to any walk of life.

WHAT IS STANDARDISED WORK?

Standardised work is when we establish clearly defined, **repeatable** processes which, when followed, give us predictable and consistent results. When we don't set a standard to follow, it leaves us in a grey area with no clear direction, and has knock-on impacts to efficiency and quality.

AN EXAMPLE OF STANDARDISE WORK – RECIPE:

A really simple example could be following a cooking recipe to make your favourite dish. The recipe is your standardised work, the ingredients are your parts, and you cooking is comparable to an associate fitting parts. If the cook follows the correct recipe with the correct ingredients, you should be able to make your favourite dish consistently (even if you're not a dab hand in the kitchen).



WHY DO WE NEED STANDARDISED WORK?

Standardised work **encompasses everything** we do. By sticking to a standard it helps make sure everyone is working in the safest way possible. Whilst working safely, standardised work means everyone is trained to the correct level and is fully competent and confident in the processes they are completing. Combined together, when our standards are followed, we can build cars to the correct quality, delighting our customers.

TOP TIP

A good standard leaves no room for speculation. Make sure a standard is clear and concise as it is a form of communication.

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HOW WE PERFORM STANDARDISED WORK:

There are a number of different ways we perform standardised work to ensure we build world beating vehicles, **time after time:**



Quality Process Sheet (QPS): A QPS lists all the steps you need to take to complete a specific process in order



Work Element Sheet (WES): This goes into more detail than the QPS. If you fit the bumper, the WES will detail how you do it with pictures



Standard Work Confirmation (SWC): Once a team member has read and understood the QPS and WES, an SWC is completed to observe them completing the process. This checks the process is fit for purpose and the associate understands each step and can carry it out in time. It also gives the associate the opportunity to share any continuous improvement ideas they have



Good Versus Bad sheet: The good Versus Bad sheet allows side by side comparison of old, or updated, process with the original process and provides a valuable lessons learned record. A lot easier than comparing 2 completely separate documents.



Training Log: Everyone gets the right training to help them with their job. The training log is an important document to capture who is trained to complete the process and will be updated with any changes that are made or quality concerns that may arise



Risk Assessment: Safety is our utmost priority, so before anyone performs a process, it must be risk assessed to check it is safe to complete.

HANDS ON ACTIVITY

Using standardised work will help you achieve quality and consistent results, even when at home, let's give it a go!

1

Choose an activity you want to standardise - why not try to perfect making a cup of tea!

2

Once you've chosen, use a WES to split down your activity into specific steps e.g. spilt your steps into filling up the kettle, boiling the water, putting the water in first (definitely not milk first!) and so on.... (you can find a WES sheet at the end of this article).

3

Once you've completed your WES, check your process by following it to the letter or better still get someone else to follow it to check the process.

4

Complete a Good versus Bad standard sheet to capture what worked well and you will continue doing moving forward under the Good section and what needs to be amended and improved for future under the Bad section. (You will find a Good vs Bad sheet at the end of this article).

5

Apply the lessons learnt to continually develop and improve.

CREDITS

Adapted from original content produced by the Solihull based Corporate Affairs team in conjunction with the Solihull Business Excellence team

Work Element Sheet



WES No.	QPS No.	Element Description	VA	ENVA	NVA	Date	WES Icons	Knack	Quality	Safety	Environment	E	Critical													
								Safety / Quality / Ergonomic Care Points			Dept															
											Area															
GSPAS No.:											Model															
Tool				Attachment			NOM	VAR				Spec														
								Protection			Working Position															
								1. Safety Shoes 5. Hard Hat 9. Ear Plugs 2. Safety Glasses 6. Cap 10. Overalls 3. Mask/Visor 7. Gloves 11. Arm Cover 4. High Vis Vest 8 Apron			<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>R1</td><td>R2</td><td>R3</td><td>R4</td></tr> <tr><td>C1</td><td>C2</td><td>C3</td><td>C4</td></tr> <tr><td>L1</td><td>L2</td><td>L3</td><td>L4</td></tr> </table>				R1	R2	R3	R4	C1	C2	C3	C4	L1	L2	L3	L4
R1	R2	R3	R4																							
C1	C2	C3	C4																							
L1	L2	L3	L4																							
Originator	Engineer	GL			Op's/Assoc's			Sup'r/PL			<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>S1</td></tr> </table>				S1											
S1																										

Major Step (WHAT)	ICON	Key Point (HOW)	Reason (WHY)

Illustration Symbols	Look	Listen	Operate / Feel
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Good vs Bad



WES No.	GSPAS No.	Element Description	Step Number	Originator	Date Issued	Problem Description

Good Standard



Bad Standard



Details

Details