



Standardized Work Workshop

When performing an activity in your organization, how do you know what is acceptable and what isn't? How does any other employee know? Can you provide a service in same way each time? Can you provide a service in the same amount of time, each time, every time? When someone is on vacation or absent from their job, can the person who replaces them perform it in the same manner? In order to satisfactorily answer these questions, you must have standards and they must be readily available to each employee while they are performing their tasks.

To drive waste out of your processes... To provide services in a predictable and reliable manner... To perform flawlessly, each time, every time... To improve your processes... You will have to have standardized work instructions that are user friendly and that convey the necessary information quickly and accurately.

This Lean Healthcare workshop will help you in achieving that goal. We will analyze what constitutes good work standards and we will discuss how to design and implement them. This is an interactive course that will give you essential information in how to create more effective standardized work instructions.

Course Outline

- Definition of a Standard
- Characteristics of Standards
- Sources and Types of Standards
- Types of In-House Standards
- Definition of Standardization
- Definition of Standard Work
- Pre-requisites to Standardized Work
- Standardized Work and the Culture of Continuous Improvement
- The Benefits of Standardized Work
- Designing and Communication In-House Standards
- Designing User Friendly Standards
- Stages of Standards Development and Improvement
- Process Analysis Tools
- Concept of Takt Time
- Standard Work Sequence
- Staffing
- Four Steps to Standard Work
 1. Capacity Calculation
 2. Standard Operations Combination Chart
 3. Work Methods Chart
 4. Standard Operations Chart
- Guidelines for Maintaining Standardized Work

This workshop trains 15 – 20 participants and is suitable for a diverse audience including: nurses, technicians, unit secretaries, other support personnel, supervisors, and managers.

Lean Healthcare Workshop Series Presented by: HPK Group, LLC

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Page 1 of 1