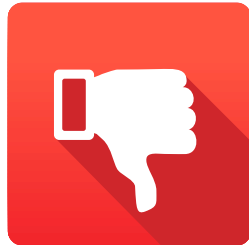


GETTING STARTED WITH WORK STANDARDS

The What, Why and Practicing How.

With our 'live online' guidance you will practice Work Standards development – your robust foundation for your program of Standardised Work. You will learn of and apply proven principles (as opposed to mimicking other systems). Mr Isao Kato's quote - 'Without Work Standards there will be no standardised work' will make very good sense.



In December 2019 the *Lean Thinker* quoted 'If you don't have a clear expectation of what 'good' looks like then your definition of 'not good' is subjective and varies depending on who, what and when things are being looked at.'

Determining 'normal' (or 'good') seems basic yet it is often not done well. It is at the core of Mr Kato's quote in the intro paragraph and, when addressed as the very first step in workplace standardisation, sets up success.

Further, a work standard perhaps should be considered a hypothesis; thinking this way will help develop a 'community of scientists' (reference: *Decoding the DNA of the TPS. 1999. Spear and Bowen*) rather than a 'what's wrong' culture.

Through our live online program we will guide you through the three typical stages of building capability – awareness and knowledge → initial practice → learn by doing (your workplace).

Purpose and Emphasis

Stage	In brief	Objectives	Emphasis
1	Two hours live online with practice.	Build awareness and knowledge of work standards and the Step Up Reference Model.	'Normal' clearly defined is the foundational aim of a work standard; three main types; sequence of work standard development.
	Two hours live online case study, practice, 'where to from here'.	Further knowledge, sufficient practice for starting work standard development in your workplace.	'Normal' clearly defined is the foundational aim of a work standard; consideration of a hypothesis; trust.
2	Minimum six mentoring sessions.	In a selected area of your workplace apply three main types of work standards.	Apply principles and practice – learn by doing.