



BRIDGE Academy Toolkit

Standard Work

Standard Work documents the current best practice to complete a particular task. It walks the reader all the way through the process from start to finish and is focused on the steps a *person* takes to do the work, not the technology. Standard work is beneficial for reducing variation in how a process is completed.

Standard Work can be documented in many ways, including detailed checklists and step-by-step instructions. Including visual cues such as screen shots or diagrams in Standard Work improves the user's ability to perform the process consistently.



BRIDGE Academy Standard Work Template

Process Name:		Description/Purpose of Process:			
Date of Standard Work:					
Process Owner:		Process Scope:			
Needed Tools/Supplies:					

Step #	Process Steps The "What" Important steps performed that advances the work.	Time	Key Points/Instructions The "How" Safety: Injury avoidance, ergonomics, danger points Quality: Defect avoidance, check points, standards	Reasons for Key Points: The "Why" List the reasons for the key points	Training Aid: Diagrams, layouts, screen shots
1					
2					
3					
4					
5					
6					
7					
8					
9					

Key Point Reminders:	Critical check	Quantity check	Could cause injury
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How to Use this Tool:

1. Define the start and end of the process.
2. Define the customer and staff requirements.
3. Identify the series of steps that are needed to complete the work and the required time.
4. Create forms and documents to support the process.
5. Create quality control checks.
6. Train staff on new processes.
7. Validate and test the standard work.
8. Update as needed.