Transactional Standard Work

Repetitive Transactional Standard Work

In earlier modules we learned how to analyze repetitive production tasks and document them using tools like the Standard Work Combination sheet. In these examples we spent a lot of time focusing on the people doing the work as well as the part or product being worked on.

As it turns out, this exact approach can be used in the office when dealing with any type of repetitive tasks.

For example, let’s say a team of office associates is tasked with processing a number of invoices that require some form of manual work.

In this situation it’s entirely possible to calculate the **takt time** based on the number of invoices and the time available to do the work.

This team could also determine the **cycle time** required to process 1 invoice which would then allow them determine the **optimal staffing size** for this particular activity by dividing the total manual cycle time by the takt time as we learned to do earlier in the course.

At this point many of the same Standard Work templates we’ve learned about such as the Standard Work Sheet and Standard Work Combination Sheet could be created to show exactly who does what.

Some lean thinking organizations even create U shaped cells within the office where associates come together for a few hours in order to perform highly repetitive transactional work much like a group of factory workers would come together to assemble product.
Non Repetitive Transactional Standard Work

Now, with this said, there are many situations in the office that aren’t repetitive in nature but still require some form of documentation.

In fact, much of the work we do here at Gemba Academy is like this. For example, the process we use to design and develop a new course is extremely creative in nature and since no course is exactly the same there are many unique twists and turns.

But, even in these situations we work hard to document this creative process using tools like process maps and written documents explaining things such as how our videos are to be produced for optimal web performance. Doing this helps us ensure new courses can continue to be developed in a consistent manner no matter who works within the company.

Additionally, we’ve worked hard to document critical accounting and customer service activities ensuring anyone could step in and perform these tasks with some training. Much of this documentation is created in Microsoft Word and Adobe PDF files that explain what the task is and how to perform it in a consistent manner.

Next, depending on the structure and size of your company you may consider storing these types on office related Standard Work documents on a network drive or cloud based application sharing service making it easy for associates to access the information no matter where they are located.

Not a Beauty Contest

The last thing we’d like to mention related to Type 4 Standard Work as well as the other types of Standard Work we’ve learned about in this course is to not worry about how neat or perfectly formatted the documents are.

Of course they need to be legible and easy to understand but the power of Standard Work comes from making sure all associates are able to perform their work consistently, safely, and with high quality.

This wraps up this course on Standard Work. We’ve covered a lot of topics and the best advice we can offer is to go to your gemba, or the place the work is done, and begin to practice what you have learned.

And, as always, if you have any questions at all please contact us and we’ll do our very best to help you.