VISUAL management techniques to create effective PROCESS CONTROLS that identify problems & drive improvement

• Simple visual controls to communicate real-time process feedback
• Identify normal/abnormal process performance
• Detect missing information

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Visual Process Controls Expose Problems and Drive Improvement

Visual process controls are essential to creating real-time feedback. They are also an important component of continuous improvement and performance management.

Focusing attention on improvement opportunities, the quick and easy way to make headway is to identify abnormal processes. Without visual process control, waste is hidden and not easily recognizable.

Visual Management is a key factor in controlling our processes, for example:

• Do visual systems quickly communicate if a process is running normally or abnormally?
• What is the corrective action if there are abnormalities?
• Are quality samples, inspection requirements, quality alerts, and deviations located at the point-of-use and clearly identified?

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How does your facility score on these process control issues?

Click here for a comprehensive visual management self-assessment to evaluate where you’re at now and identify opportunities for improvement
### TOP 15: Driving Questions for Effective Process Controls

If your facility is lacking in any of these areas because systems are not in place or poorly maintained, this document is designed to help. For more information, or to address a specific situation, please have your team leaders contact Visual Workplace.

1. Do visual systems quickly communicate if a process is running normally or abnormally?
2. Are visual systems such as poka-yoke used to error-proof processes and eliminate waste?
3. Are quality samples, inspection requirements, quality alerts, and deviations located at the point of use and clearly identified?
4. When quality issues are identified, is a documented system deployed that includes root cause analysis to prevent re-occurrence, including documentation and sharing?
5. Are non-conforming containers/areas and Red Tag areas clearly marked? Are disposition instructions documented and completed in the designated time frame?
6. Does each work area have the tools necessary to perform their operation and is there an identified location and an address for each item?
7. Are shared tools stored in a manner that visibly identifies the tool and maintains a tracking of the tool location when the tool is checked out?
8. Are machinery issues documented and the corrective action visible to all team members?
9. Are calibrated gauges identified and stored in a protected environment and labeled correctly?
10. Are dies stored effectively and identified clearly for quick retrieval?
11. Are visual systems used to display preventive maintenance requirements and Overall Equipment Effectiveness measurables?
12. Are changeover times tracked and consistent for each product produced? If not, are continuous improvements being carried out to reduce them?
13. Is there an immediate response to line stoppages and/or andon alerts? Is there a documented procedure to address each issue?
14. Are production issues addressed by the work cell team, with the ability to elevate to management? Are all issues documented and tracked for resolution?
15. Can the cause of production shut downs be visually identify (maintenance block, out of stock, etc.)?
How many times do you hear the same question over and over again? We become so accustomed to questions every day that we don’t stop and ask ourselves which questions are valuable, and which ones are the result of missing information.

What missing information can you identify and eliminate in your facility?

Use the framework of the “7 Deadly Wastes” to pinpoint and remedy repeated questions and missing information in your facility.
Waiting

Over-Processing

Over-Production

Defects
Use Visuals to Fill in the Information to Make Work Instructions Really Work

Adding visuals can improve just about any process in the work environment:

- Add clarity with a few key word labels
- Use color to indicate status
- Highlight critical work instructions with a simple sign

Everyone involved will perform the job at hand more efficiently given the right information where they need it.

The following before and after examples demonstrate how visuals can quickly and easily add meaning by filling in the identified information voids.

**Safety**

**Work Instructions**

Add a sign that identifies and expedites MSDS labeling for the most commonly used materials without having to go through the book each and every time.

Add labels to compartmentalize detailed procedures so that workers can more quickly and efficiently find what they are looking for.
Organization

Use labels on equipment and matching labels on floors or shelves to indicate proper placement of tools, parts, equipment...

Inventory

Use tags and color to help keep inventory organized and properly inventoried.
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