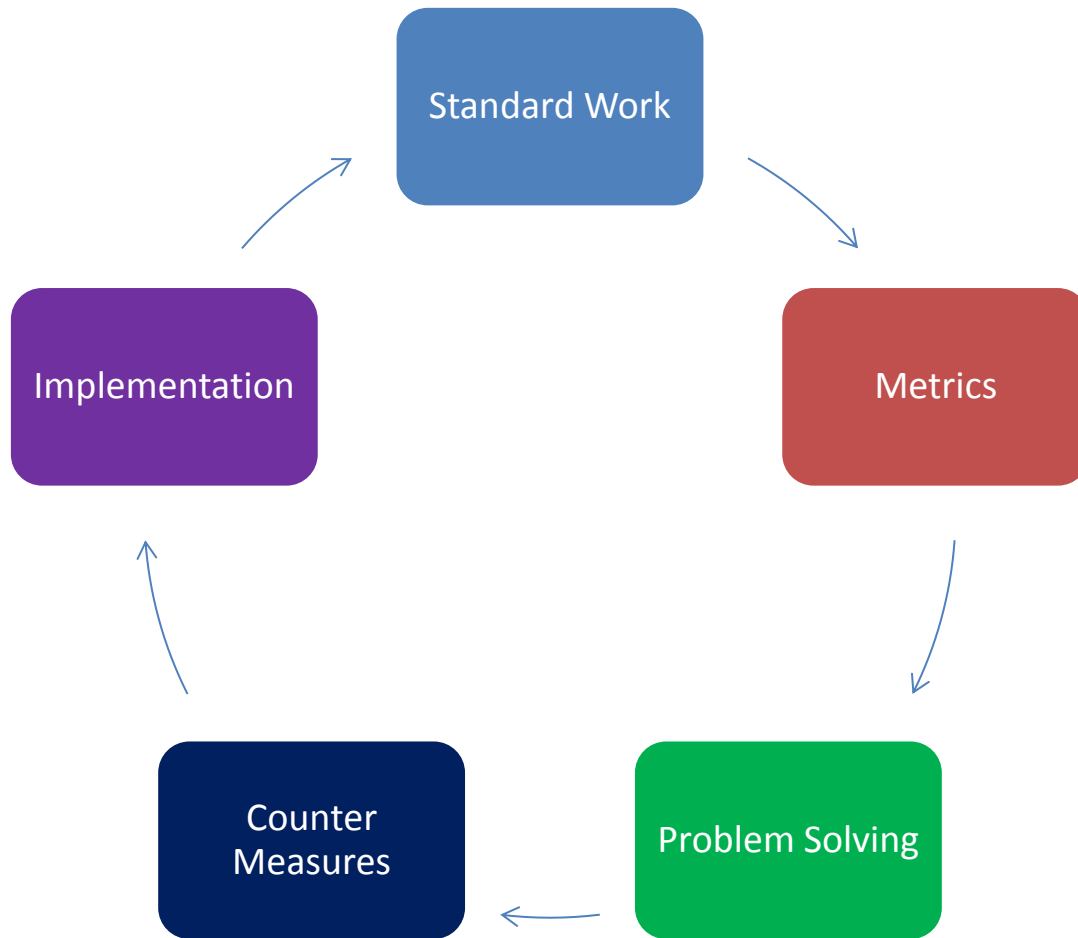


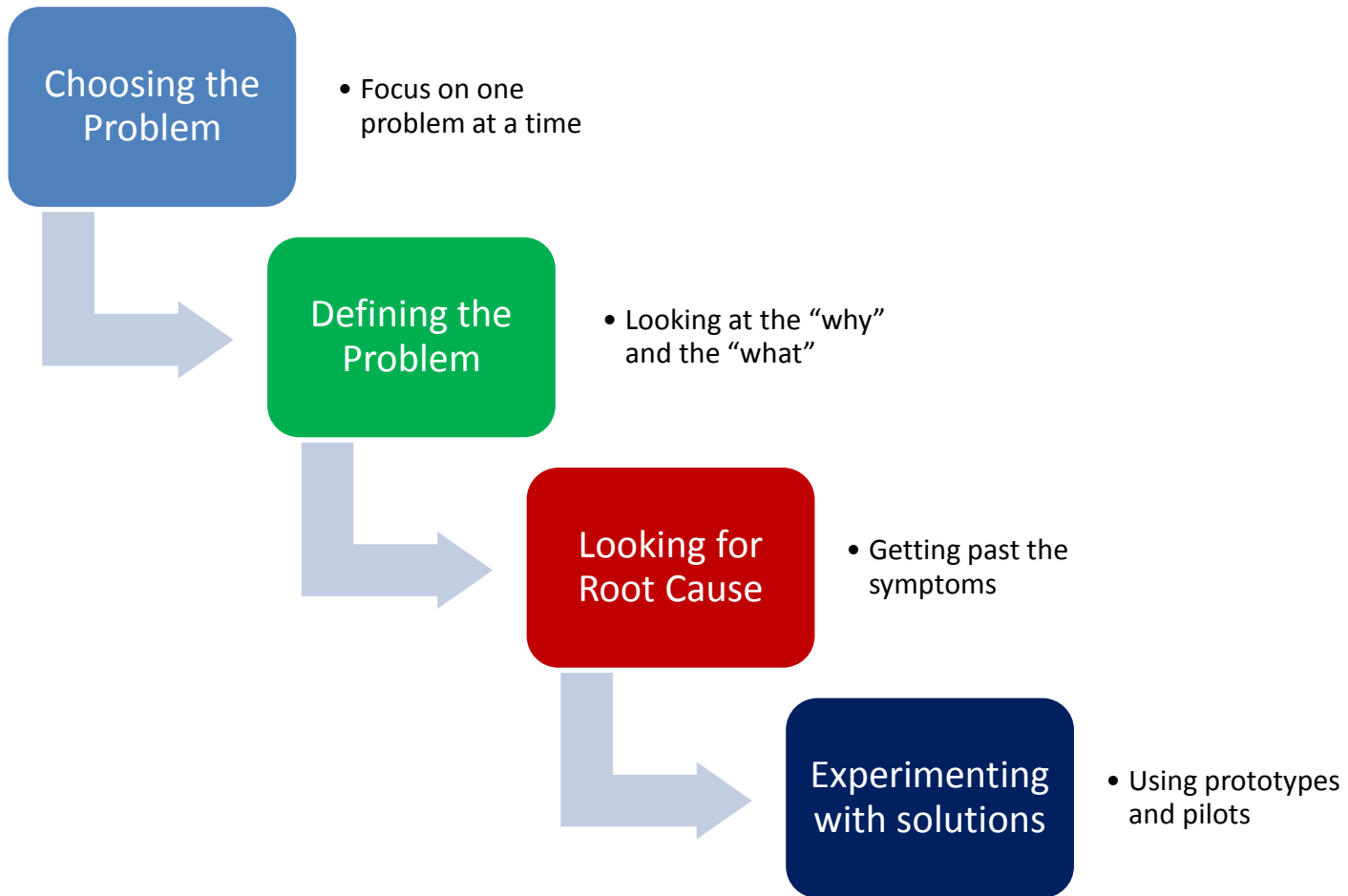
**Welcome to
Standard Work and
Error Proofing
Breakout Session**

Joe Gergen

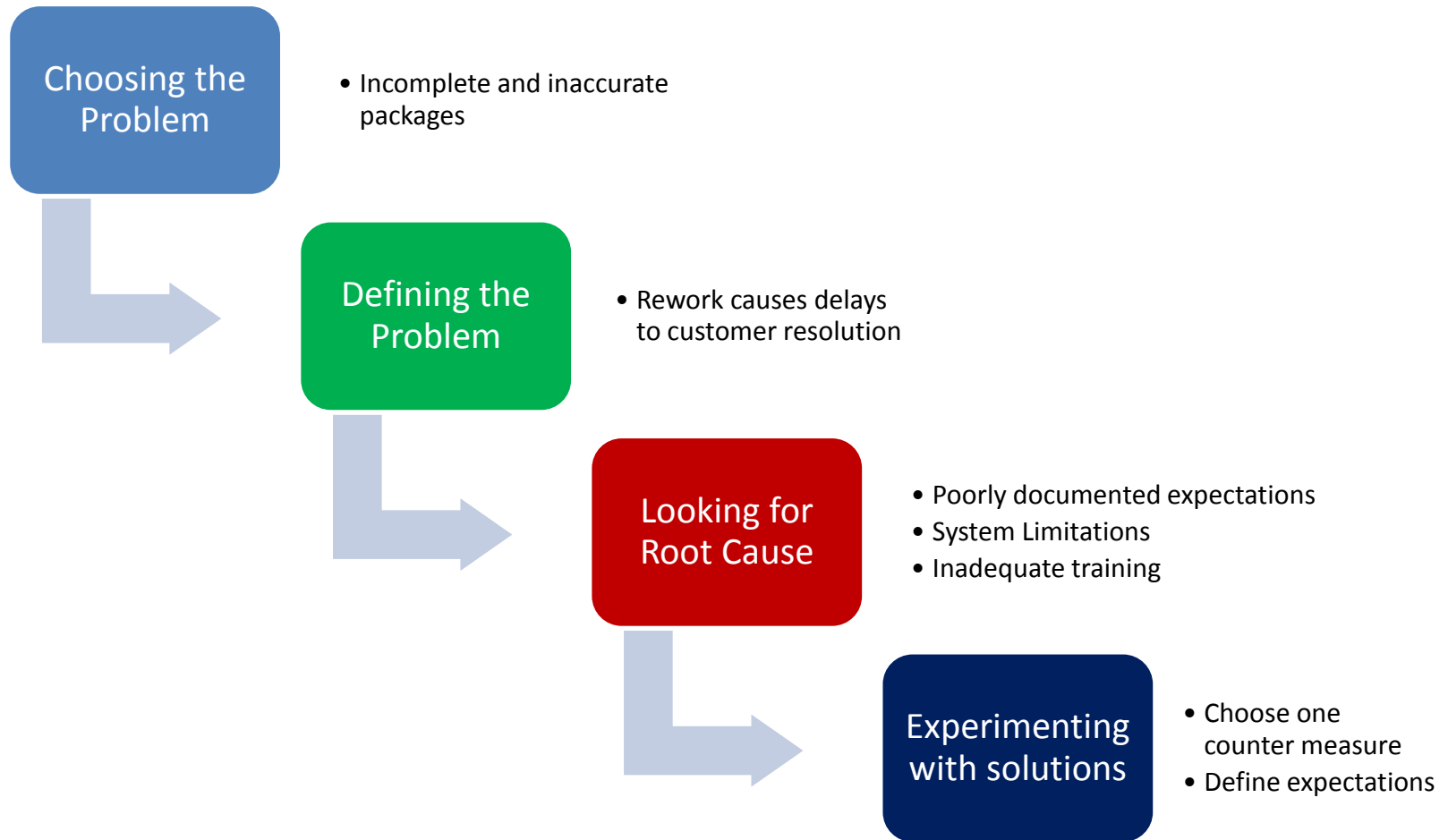
Standard Work as Life Cycle



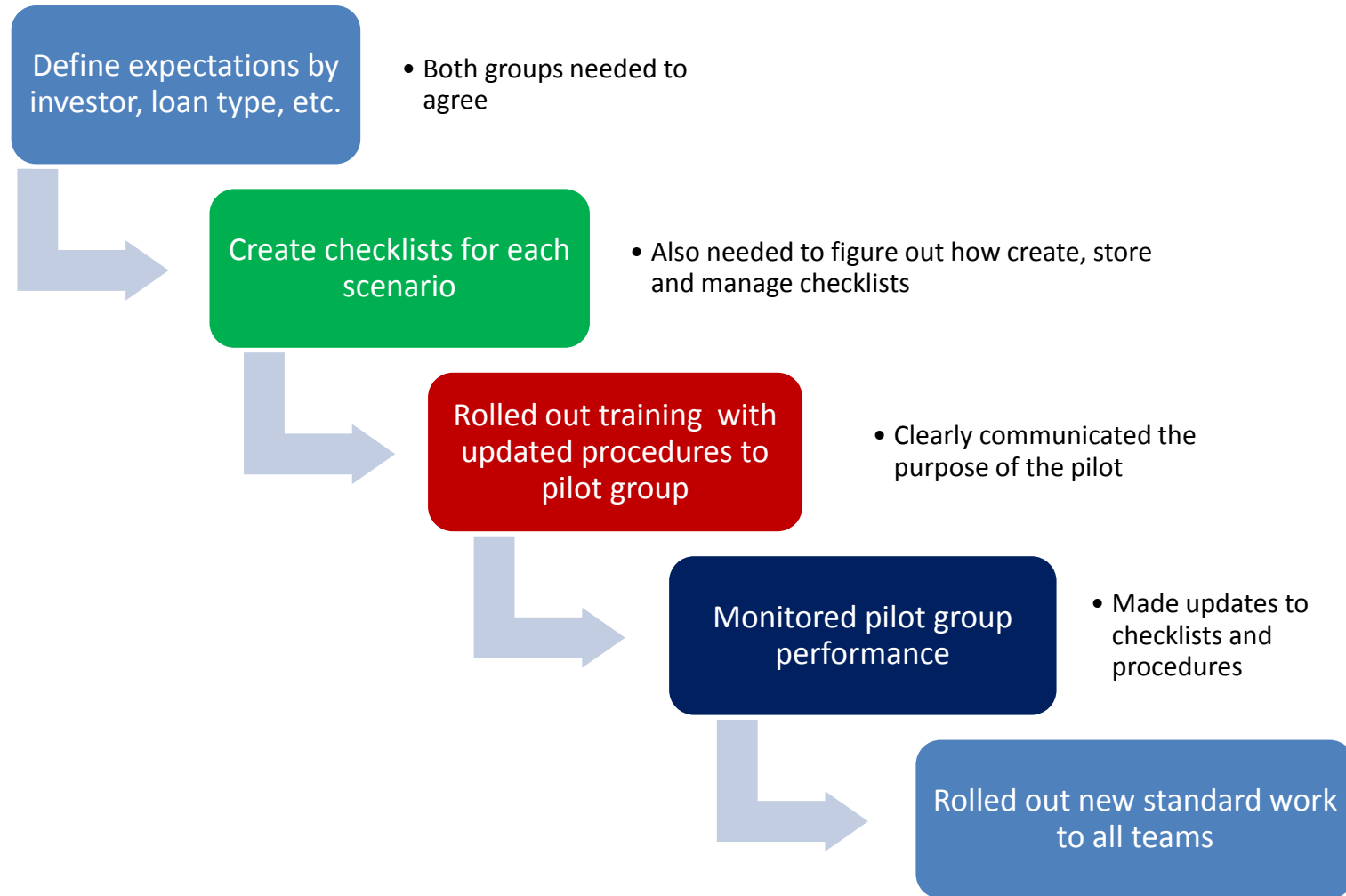
Error Proofing is Problem Solving



Case Study – Creating a Loss Mitigation UW Package



Counter Measure for Expectations



Results form Countermeasure

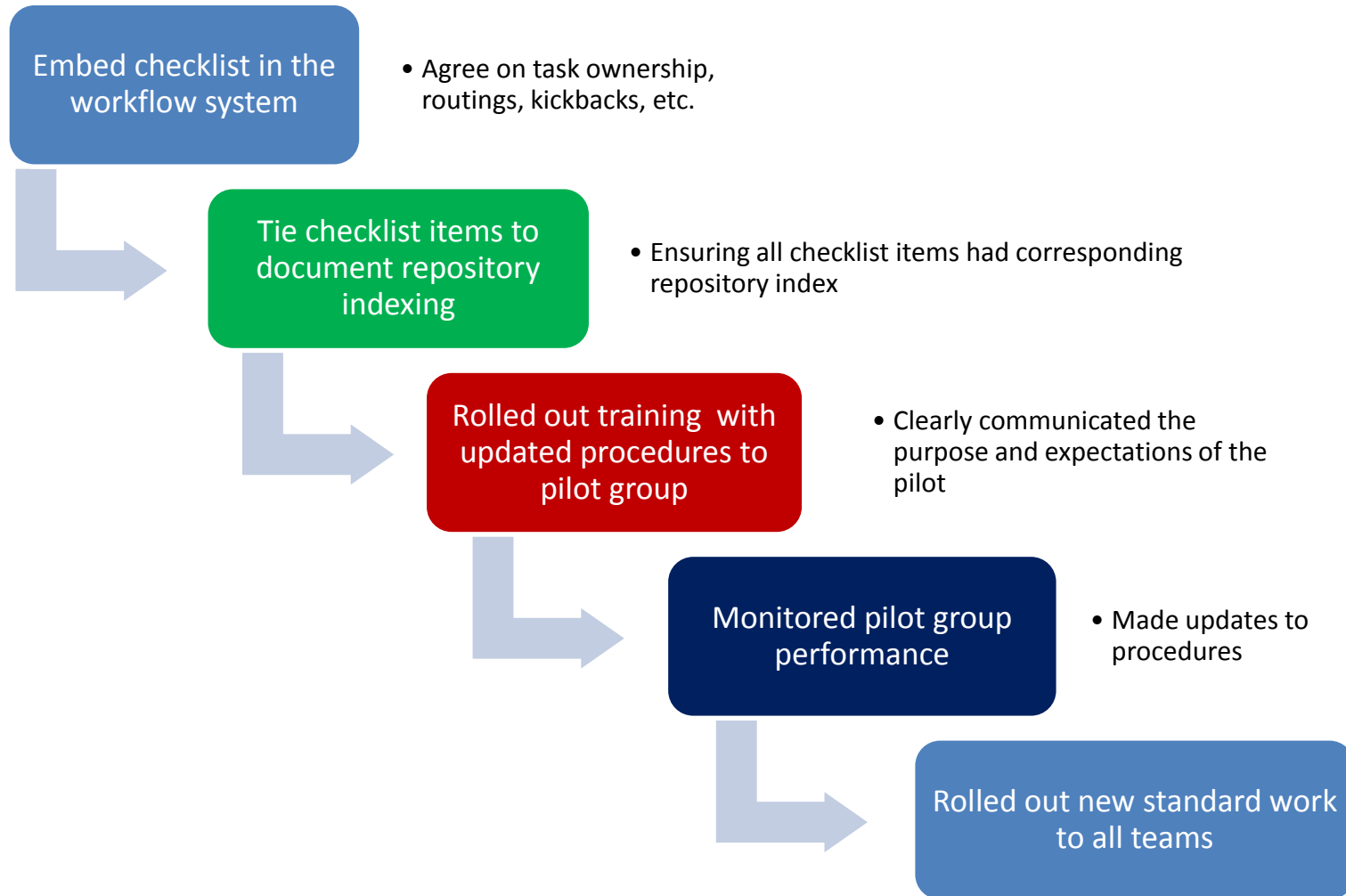
Positives

- Improved clarity and agreement around expectations
- Measureable improvement in complete, accurate packages

Drawbacks

- Errors were still high
- Package was still completed outside the workflow system
- Packages could be deemed complete without any checks

Counter Measure #2 –Workflow System Modifications



Results form Countermeasure #2

Positives

- Measureable improvement in complete, accurate packages
- Solid connection between checklist and document

Drawbacks

- Embedded checklists not sophisticated enough to deal with investor nuances
- Brought to light subtle differences in interpretations of investor guidelines
- Highlighted indexing issues

A Few Keys to Error Proofing

Common work
practices

Problem solving-
scientific method

Prototypes and
pilots

Iteration

Contact Info

- Please feel to reach out to me if you have questions Joe-gergern@comcast.net

Standard Work- Job instructions and Coaching

- Job instructions
 - Training Within Industry is a good key word to search by
 - Brief description/overview of job instructions
<https://www.twi-trainingwithinindustry.com/uploads/pdfs/artikel-ji-us.pdf>
- Example of job instruction sheet
 - <https://docs.google.com/document/d/11iRjIWGidDOy8-XVHVGx3mvFjXSe11WCD2j1f1qxEjM/pub>
- Video of coaching and using job instructions
 - <https://www.youtube.com/watch?v=QVKbNFZDnZo>

Problem Solving and A3

- Overview of A3 <https://www.toolshero.com/problem-solving/a3-thinking/>
- A3 Template Example: <https://people.rit.edu/mmmeie/psol.html>
- A3 Books
 - Managing to Learn https://www.amazon.com/Managing-Learn-Management-Problems-Agreement/dp/1934109207/ref=sr_1_5?ie=UTF8&qid=1536681339&sr=8-5&keywords=a3+problem+solving
 - Understanding A3 Thinking https://www.amazon.com/Understanding-A3-Thinking-Component-Management/dp/1563273608/ref=sr_1_4?ie=UTF8&qid=1536681429&sr=8-4&keywords=a3+problem+solving

Lean Transformation Sources

- John Shook (LEI) video
 - <https://www.youtube.com/watch?v=kEcdliWZH30>
- [MiPRO](#) – Generous supporter of the Lean Continuous Improvement Summit