



STANDARD WORK

Why use Standard Work?

Our day is made up of many different tasks that are completed multiple times and by multiple people. There tends to be a lot of variation to complete the same task.

Standard work is not about turning people into “robots” but a way of finding the easiest, most repeatable way to achieve the results desired by the customer. Standard processes should be the safest, most efficient, and most effective way to complete the task. Reduced variation creates an environment for high quality, efficient work with reduced errors, confusion and re-work.

A good standard work method would guide one or more of the “seven flows.”

The Seven Flows of Healthcare	
• Patient	• Supplies
• Provider	• Equipment
• Information	• Instruments
• Medication	

Standard work is a method for defining and standardizing parts used in a particular task.

Parts of a Task	
• Sequence	• People
• Timing	• Space
• Supplies	• Equipment
• Medication	

Examples of Standard Work

- Work procedures
- Visual cues and signs that guide the task
- Standard supplies and equipment set-up

Standard Work Answers the Following Questions:

- Who does the work?
- What is done?
- When should it be done?
- How the task should be done?
- What to do if there is a problem?

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.