**Standard Work**

A key output of the DMAIC process – Documented current best practice for performing a task or process

**DELIVERABLE**

* Process Map – Future State
* Standard Work Instructions

**WHY**

* For consistent reliable repeatable outcomes, consistent reliable repeatable processes are required
* For change management – Staff need clarity about the expected new way to work

**WHEN**

Following multiple tests of change, a new best practice is selected, documented and implemented (with training)

**HOW TO**

1. Once the new way to work is selected through PDSA / Multiple small tests of change, then the process must be documented
2. Select from the following documentation formats:
   * Simple or hierarchical steps
   * Graphic procedures – Photos/Videos
   * Flow chart
   * Process Map – Before/After or Current/Future
3. Training – hands-on with return competency demonstration
4. Auditing – ongoing auditing of the process steps and the outcomes
5. Remember, the process is subject to ongoing improvement

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| **TIPS**   * Do not begin to create standard work instructions until the process has been tested and validated through the DMAIC process. * When developing standard work instructions, have a person unfamiliar with the process test the instructions to be sure they are clear and unambiguous * Keep standard work instructions available at the place where the work is performed * Create graphical standard work instructions if at all possible |

**Associated Tools:**

* Process Map – Future State