

# A Guide to Creating Standard Work

## What is Standard Work?

- A clear, concise, visual or written description of how to perform a particular process or task so that the outcome will be safe, efficient, and of the highest quality.
- Represents the best practice known at a point in time.
- Answers the who, what, when, where, why, and how of a process
- A living document that is continuously improving

## When should Standard Work be used?

- High risk situations, when a process has to be done in a very specific way
- High-turnover positions or on-boarding
- High variability or complicated processes



Type	Objective	Use When	What is Included
Standard Work Map	To document a precise sequence of tasks and the required time frame for completion	Timeliness is critical	<ul style="list-style-type: none"> <li>• Action steps in sequential order</li> <li>• Time to complete each step</li> <li>• Total time for all steps</li> <li>• Shaded blocks against a timeline</li> </ul>
Job Breakdown	To document in detail how to perform each action step and why it is important.	Defining roles, on-boarding, detailing instructions	<ul style="list-style-type: none"> <li>• Action steps in sequential order (WHAT)</li> <li>• WHEN/frequency of the step</li> <li>• Key points (HOW) to do the step</li> <li>• Reason (WHY)</li> </ul>
Algorithm/ Flow Chart	To document steps in a process that can go in a variety of ways (if this... then this...).	Multiple decision points	<ul style="list-style-type: none"> <li>• Specific start and end points</li> <li>• Flow chart of process with decision points (yes or no)</li> </ul>
Checklist	To document completed steps or items in a process.	Confirmation of completion	<ul style="list-style-type: none"> <li>• Needed materials</li> <li>• Process in sequential order</li> <li>• Area to check/sign-off on</li> </ul>
Infographic	To document a process in a visual, simple method.	Quick process, visual	<ul style="list-style-type: none"> <li>• Visuals of process in sequential order</li> <li>• Brief text to clarify pictures</li> </ul>