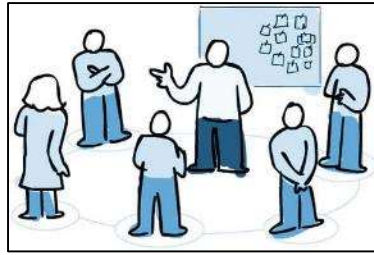


OVERVIEW



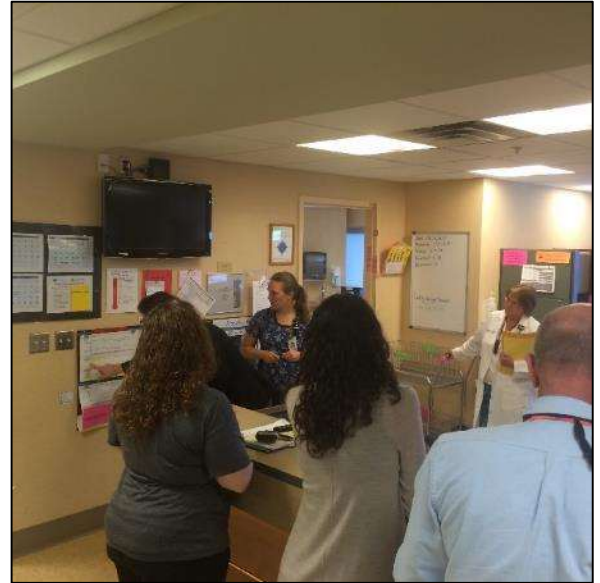
Daily Engagement System

1. Purpose:

Leaders engage their team to be **reactive** to current problems, **proactive** with upcoming work, and **creative** with opportunities for improvement

2. Process:

- Conduct daily huddles
- Use visual management to see, learn and act as a team
- Review key performance indicators to identify signals of process degradation
- Practice the 4C's (Concern, Cause, Countermeasure, Check) to remove small problems
- Plan the day using visual tools representing the adaptation of their 5M's (Manpower, Materials, Machines, Methods, and Mother Nature)
- Experiment with ideas to improve current best practices and meet strategy deployment goals



3. Tools:

STANDARD WORK: All work shall be highly specific as to content, sequence, timing and outcome.

Start-of-Shift Huddle Guide
Applicable to all teams, teams or a team, Active or Standby

1 min: Huddle members and identifying problems of the day and ways to correct and prevent.

1 min: Planning today's work together.

1 min: Reviewing today for a better tomorrow.

1 min: Supporting the work and improvement.

1 min: Manager Coaching Standard Work.

Huddle Standard Work

STANDARD WORK: All work shall be highly specific as to content, sequence, timing, and outcome.

Daily Engagement System Gemba Walk (Tier 1) - Standard Work

1 min: The 2 Leader and 1 Improvement team start to show how standard work is improved.

1 min: The 2 Leader and 1 Improvement team start to show how standard work is improved.

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Manager Coaching Standard Work

STANDARD WORK: All work shall be highly specific as to content, sequence, timing, and outcome.

1 min: The 2 Leader and 1 Improvement team start to show how standard work is improved.

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Key Performance Indicators	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH
Date	10/8	10/9	10/10	10/11	10/12	10/13	10/16	10/17	10/18	10/19	10/22	10/23	10/24	10/25
Cart Completion By 9am											★	★	★	★
Mammo Screening 85%	3/3 100%	15% 4%	100% 1%	100% 1%	100% 3%	100% 3%	100% 2%	100% 3%	70% 2%	99% 7%	86% 4%	100% 2%	100% 2%	100% 2%
Colon Cancer Screen 85%	100% 4%	99% 2%	96% 4%	100% 4%	87% 4%	70% 4%	100% 100%	75% 2%	90% 4%	70% 2%	85% 2%	85% 2%	67% 2%	100% 2%
Depression Screening 90%	87% 2%	90% 2%	100% 2%	87% 2%	82% 2%	90% 2%	90% 2%	83% 2%	85% 2%	85% 2%	85% 2%	87% 2%	94% 2%	96% 2%
Weekly OT Target ≤ 2.4h/wk	X	X	X	X	X	3.7	X	X	X	X	X	X	X	X
Did we huddle? 8:30 Daily	★	★	★	★	★	★	★	★	★	★	★	★	★	★

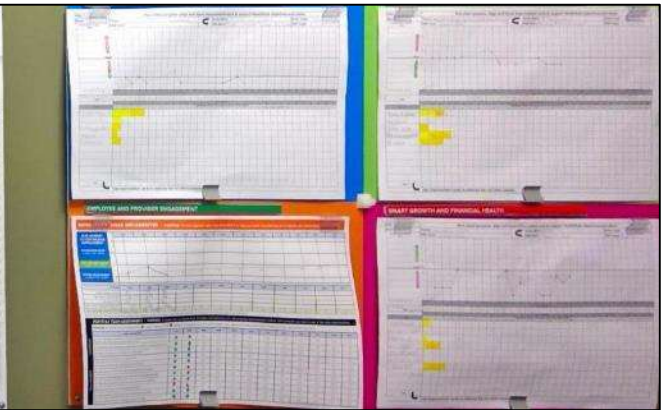
Key Performance Indicator Board



5M Planning Tools



4C's Idea Board



Improvement Metric Board

4. People:

- **Executives:** Ensure the system drives behaviors aligned with the organization's values
Use humble inquiry to coach managers. Celebrate accomplishments
- **Managers:** Equip and encourage teams to make relevant decisions and act
Coach front-line leader. Recognize and reinforce ideal behaviors
- **Front Line Team:** Plan the day, solve problems, improve standard work, own process results
Demonstrate the courage to elevate problems, share ideas, and test them

5. Implementation Phases:

a. Form the Team:

- Understand Daily Engagement System
- Activate daily huddles to build the team
- Identify the key performance indicators

b. Plan to Win:

- Use key performance indicators
- Translate 5M's and make them visual
- Define leader standard work

c. Address Problems:

- Conduct root cause analysis
- Escalate problems with tier management

d. Improve Processes:

- Experiment with ideas with improvement tools
- Learn and apply A3 thinking
- Conduct value stream analysis
- Conduct Kaizen workshops

