

# Standard Work

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defining standard work

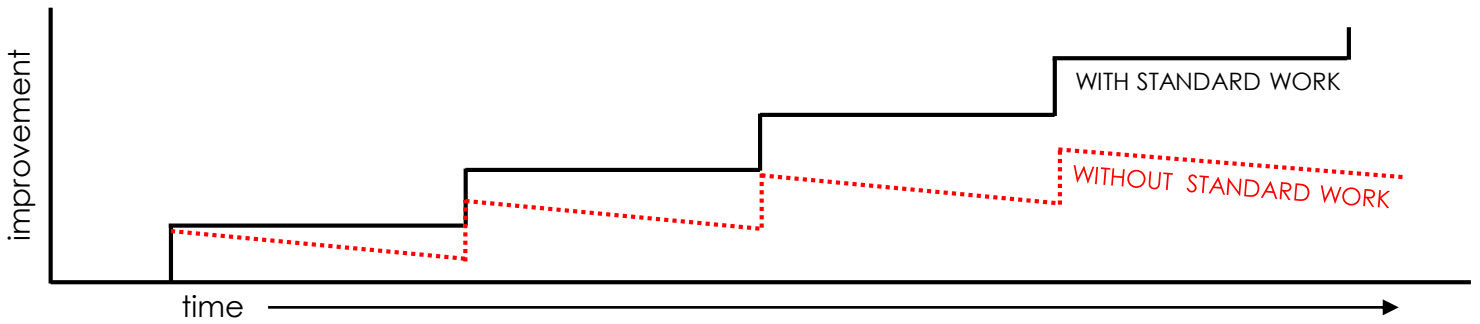
**STANDARD WORK** is the documented record of the best known way to complete a task under normal condition. This information contains the instructions that are followed to ensure the accurate outcome.

**WORK STANDARDS** define the steps that must be done to deliver a product or service that meet customer's requirements.

**STANDARDIZED WORK** defines the known best way to perform the task and sets expectations on how to complete the work.

## WHEN & WHY

The creation of Standard Work helps reduce variation and improvement in outcomes, ultimately benefiting the patient. Because it creates a baseline of performance, standard work is often considered a first step in the continuous improvement journey.



## HOW TO USE IT: STEPS TO CREATE STANDARD WORK

STEP	OWNER	EQUIPMENT	DESCRIPTION	TIME
Identify the steps	Who is doing the step?	What equipment or material is needed to complete the step?	How is the step going to be done? This is the description of the best known way to do it – pictures, charts, drawings, can help visualize how the step is performed	How long should it take? (if applicable)

*make it accessible and visible; make it easy to update as the process improves*



improved communication & clearer expectations of what is required



easier to hand off work



clear expectations for everyone

**benefits** of standard work