
Overview

This unit covers the competences required for developing and applying the principles and processes of visual management. It involves identifying the appropriate parts of the process or work area that will have visual controls and identifying the key performance indicators which are to be displayed in the work area. You will also be required to measure the effectiveness of the visual management system and to change and maintain the quality of the information that is being displayed.

The information to be displayed will include such things as safety, zero defects, process concerns or corrective actions, performance measures, standard operating procedures (SOPs), workplace organisation, skills matrices, autonomous maintenance worksheets, parts control systems, problem resolution (e.g. Kaizen boards), shadow boards and standard work-in-progress (WIP) locations and quantities.

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken, and to report any problems that you cannot solve, or that are outside your responsibility, to the relevant authority. You will be expected to take full responsibility for your own actions within the activity, and for the quality and accuracy of the work that you carry out.

Your underpinning knowledge will provide a good understanding of your work, and will provide an informed approach to the techniques and procedures used. You will need to understand the principles and procedures of visual management, and its application, in adequate depth to provide a sound basis for carrying out the activities to the required criteria.

Applying safe working practices will be a key issue throughout.

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Performance criteria

- You must be able to:*
- P1 work safely at all times, complying with health and safety and other relevant regulations and guidelines
 - P2 identify and confirm appropriate parts of the process or work area that will have visual controls
 - P3 create, or make changes to, visual management systems
 - P4 identify and confirm the key performance indicators that will be displayed in the work area
 - P5 produce or make changes to standard operating procedures (SOPs), and visual controls that everyone works to within the area
 - P6 measure the effectiveness of the visual management system and maintain the quality of information being displayed

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Knowledge and understanding

You need to know and understand:

- K1 the health and safety requirements of the work area in which you are conducting the visual management activities
- K2 the factors to be considered when selecting a visual management
- K3 where to find the information required to develop a local visual management system
- K4 the visual management systems available to create 'the visual factory' (such as using Kanban systems, card systems, colour coding, floor footprints, graphs, team boards)
- K5 how to differentiate between business performance measures and local performance measures
- K6 the measures of performance in a lean business environment (such as health, safety and the environment, right first time, cost, delivery, responsiveness, process concerns and corrective actions, performance measures, workplace organisation)
- K7 the application of measurement techniques required for communicating the visual management within an area and to others who may use the information (such as target versus actual, % right first time, Pareto analysis, bar charting, action plans, Paynter charts)
- K8 the extent of your own authority, and to whom you should report in the event of problems that you cannot resolve

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Additional Information

Scope/range related to performance criteria

You must be able to:

1. create and update visual management systems that promote **six** of the following:
 - 1.1. health and safety
 - 1.2. quality/zero defects
 - 1.3. process concerns or corrective actions
 - 1.4. performance measures
 - 1.5. standard operating procedures
 - 1.6. workplace organisation
 - 1.7. skills matrices
 - 1.8. autonomous maintenance worksheets
 - 1.9. parts/material control systems
 - 1.10. problem resolution (eg, Kaizen boards)
 - 1.11. shadow boards
 - 1.12. standard work-in-progress (WIP) locations and quantities
 - 1.13. planning systems
 - 1.14. the delivery of effective meetings

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