



# ENTERING THE GEMBA (DCS OFFICE) STANDARD WORK

VERSION DATE 8/13/21

Utilize this standard work when entering the Gemba. This is an intentional process when entering a workplace environment to understand existing culture and changes. It allows for natural engagement with people to discuss and provide feedback about the observations.

## 1. General Observation:

- Organization/cleanliness of the workspace. (Does the environment show respect for the people that work in it?) Signage and other materials posted in the building. (What do the leaders in the space find important to show?) Indicators of positive communication/team work. (Flyers for office events, welcome signage for new employees, break room signage supports teamwork.)
- Indicators of communication/team work issues. (Warning signs to put car keys back, emails highlighted and posted as reminders to do tasks, aggressive breakroom signage to clean up.)
- Changes in the workspace since last Gemba in the office. (Children's belongings in a conference room, lobby signage is more family friendly, monthly employee recognition updated on time.)

## 2. Checking the atmosphere of the office:

- Note attitudes and nature of leadership engagement with staff. Inquire about priorities.
- Discuss process with management and staff. (Observing a leader updating their Kanban's, or an employee looking at a transfer board, or someone talking about a process they are working through.)
- Gauge understanding and proficiency.

## 3. Is Standard Work accurate, up to date, and are people adhering to it?

- Clinical Supervision Artifact Observation
  1. SAFE AZ tools posted i.e. process maps.
- Administrative Artifact Observation
  1. Section and unit level huddle boards, countermeasures, A2s, A3s, Leader Standard Work, Standard Work, etc. (How are tools used/maintained?)

## 4. If you see something, say something and do something.

- Provide feedback to the leader who is the owner of the observed space.