Process Confirmation & Go, Look, See
Agenda

• Introduction to Process Confirmation
• The Format
• Completion Example
• Deliverable
• Go, Look, See ‘T’ card system
Overview:

Process Confirmation is a structured method to apply routine confirmation and support to key issues within the business.

The system is designed to capture and influence the behaviour to be applied by Leadership.

Ultimately, the system is deployed through the organisation, to Team Leader level. The process is confirmed as a part of the next level of supervision / leadership.

- Confirm
- Supports definition of roles and responsibility
Process Confirmation Sheet:
Format aligned to business model -

| MONTH: | What | Flow | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| S     |      |      |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| Q     |      |      |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| C     |      |      |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| D     |      |      |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| P     |      |      |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |

Leadership
## Process Confirmation

<table>
<thead>
<tr>
<th>Alignment</th>
<th>What to Confirm</th>
<th>How to Confirm</th>
<th>When to Confirm</th>
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<tbody>
<tr>
<td>Aligned</td>
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</table>

**Next level sign off**

- [ ] To be completed
- [ ] OK Condition
- [ ] NG Condition

- | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
Completion

Process Confirmation Sheet:

Completion examples -

<table>
<thead>
<tr>
<th>MONTH:</th>
<th>To Be Completed</th>
<th>OK Condition</th>
<th>NG Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>What</td>
<td>How</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>APT process (Tgt 1 / Team / Week)</td>
<td>Attend team APT meeting</td>
<td>☑</td>
<td></td>
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</tbody>
</table>

- Document issues on reverse of the PCS
- Set date for re confirmation of condition / issue
- Rotate between teams / areas
- Do NOT delegate the confirmation – conduct yourself through GO LOOK SEE
Completion Process Confirmation Sheet:

Completion logistics (Manager example):

- Accompanied by next level subordinate
- Department Information Centre
- Work group tracking
- Team board
- Meeting
- CM Implementation
## Completion

### Process Confirmation Sheet:

**Completion examples -**

<table>
<thead>
<tr>
<th>Q</th>
<th>Standard Operating Instruction - Confirm adherence.</th>
<th>Confirm operator sequence, key points for H&amp;S / Quality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Review Problem Solving A3</td>
<td>Confirm logic and 5 why, GLS containment. Check Operators understanding / CM progress.</td>
</tr>
<tr>
<td></td>
<td>Team cost tracking</td>
<td>Confirm tracking up to date / within parametres.</td>
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<tr>
<td></td>
<td>Kaizen review</td>
<td>Info centre - team board - review implemented with operator</td>
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</tbody>
</table>

![Diagram](image)
Completion

Process Confirmation Sheet:

- Dedicated time daily
- Go, Look, See
Deliverable

Just Do It!
Go Look See

Leadership is the single most critical success factor for energizing and enabling people toward implementing Lean Manufacturing.

- Leadership must develop and communicate the vision (Managers must repeatedly articulate message)
- Leadership must be exhibited on the plant floor (Managers must spend time on the shop floor)
- Leadership must exhibit the desired behaviours (Managers must lead by example)

Managers must develop, understand, and fulfil their roles to provide leadership and support in the new system.
Discipline Of Scheduled Activities

(KAMISHIBAI)

• 'T' Cards
• Checklists
• Standardised Work Audits
‘T’ Card Audit System

Visual Management of Scheduled Tasks

- To perform routine auditing tasks to schedule
- To help the Team leader manage the line
- To create team work through group involvement
- To prevent reoccurrence of concerns i.e. Quality, Safety
- To regulate frequencies
- To delegate responsibilities on a daily basis
How To Use

- Full team involvement
- Update every 24 hours
- Position board in central area
- Turn card over when task completed
- Each card corresponds to a scheduled task
- Initial card when task completed
- T/Leader to delegate tasks
- All tasks to be completed by end of month
- Break tasks down into manageable elements
Example of ‘T’ Card Use

1. Team Leader reviews activities due for completion by reading the description at the top of the ‘T’ cards for that day.

2. Team Leader selects a task to complete.

3. The Team Leader or a team member if delegated completes the task as described on the body of the ‘T’ Card.

4. The ‘T’ Card is turned over revealing the green side = Complete.

5. The ‘T’ Card is re-positioned in its slot.

**MONDAY**

- Change filter on air outlet No. 23a
- Clean Swarf from M/c No. 2bed
- SW Confirmation Process 23

**Example of ‘T’ Card Use**

- Change filter on air outlet No. 23a
  1. Remove filter using 10mm open ended spanner
  2. Dispose of in Green bin marked for metallic waste
  3. Apply PTFE to thread of new filter
  4. Hand start with 1/4 back turn
  5. Tighten to black line using 10mm open ended spanner

**INITIAL**

- J.B.

**MONDAY**

- Change filter on air outlet No. 23a
- Clean Swarf from M/c No. 2bed
- SW Confirmation Process 23
The Use of a ‘T’ Card Audit:

• Gives control to the Team leader
• Creates team participation
• Creates ownership within the teams
• Communicates across shifts that tasks are completed (or not)