



## VISUAL PROCESS ADHERENCE JOB BREAKDOWN SHEET

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**Purpose:** The Job Breakdown Sheet is an Arizona Management System (AMS) guideline document to assist agencies with standard work (SW) preparation. SW is a documented version of the current one best way of performing a process. SW, when followed, allows improvement to be sustainable over time as each improvement becoming part of the latest version.

**Scope:** Minimum requirements for SW for agencies.

## DOCUMENT VERSION CONTROL

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Version #	Revision Date	Edited By	Changelog
1	1/5/2018	Jeanine Inman - GTO	Formatting to new Final Version

## SUPPORTING / RELATED DOCUMENTS:

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Document Name	Description



## VISUAL PROCESS ADHERENCE

IMPORTANT STEPS		KEY POINTS		REASONS	
WHAT?	A logical segment of the process that advances the work	HOW?	Things in important steps that will make or break the process/ make the work easier	WHY?	List the reasons for the key points
1	Identify unit's core processes including inputs and outputs	<ul style="list-style-type: none"> <li>Identify process steps</li> <li>Identify requirements for success</li> <li>Identify process cadence</li> </ul>	<ul style="list-style-type: none"> <li>Understand what unit does and who customers and stakeholders are</li> <li>Ensure understanding of requirements and success</li> </ul>		
2	Create a tool or method to visually represent adherence to process standards	<ul style="list-style-type: none"> <li>Create visual markers that indicate progress</li> <li>Make core process activity visible to team (time, process steps, cadence)</li> <li>Need to choose whether to use the work itself to show adherence or create a proxy for the work that moves through "tollgates" (flow board)</li> </ul>	<ul style="list-style-type: none"> <li>Status of process is visible at a glance</li> <li>Andon conditions (not able to follow a standard) are easy to spot</li> <li>Don't create a proxy for visual process adherence if you can use the actual work itself</li> <li>Identifies problems in the process (for example, Bottle necks, quality issues, etc.)</li> </ul>		
3	Update regularly	<ul style="list-style-type: none"> <li>Make update method clear and easy</li> <li>Have regular cadence for update</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the most current status of the process is visible to all</li> <li>Helps identify where improvement activity</li> </ul>		
4	Include review of Visual Process Adherence (VPA) on Leader Standard Work (LSW)	<ul style="list-style-type: none"> <li>Leaders should have review of VPA on their LSW</li> <li>Leaders have understanding of issues</li> </ul>	<ul style="list-style-type: none"> <li>Regular management review accelerates and prioritizes problem solving</li> </ul>		