

# Continuous Improvement Toolkit

## Best Practices

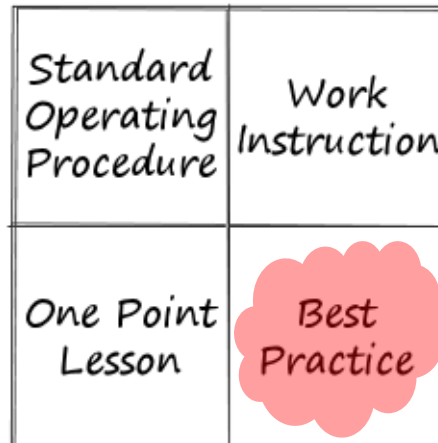


# The Continuous Improvement Map



# - Best Practices

- ❑ A **Best Practice** is that practice that has been proven to achieve the best results.
- ❑ It represents creative solutions to common problems.
- ❑ It has the potential to be replicated internally and externally.



# - Best Practices

- ❑ Companies are able to learn from other successful organizations by adopting their best practices.
- ❑ Companies can also develop and share their own best practices and innovative solutions.



# - Best Practices

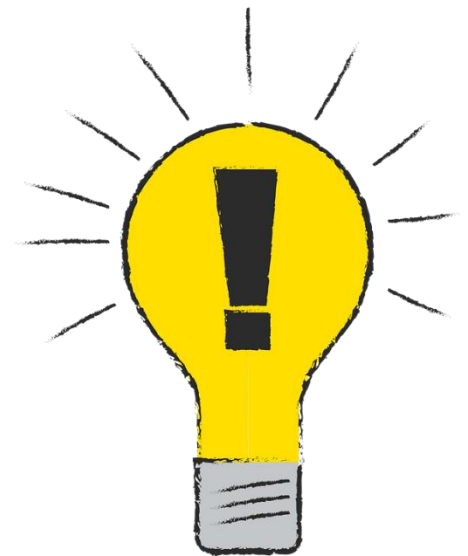
- ❑ Developing a best practice program for your company is an integral part of becoming **world-class** in your field.
- ❑ You need to know what other world-class organizations are doing to become more competitive.



# - Best Practices

## Uses:

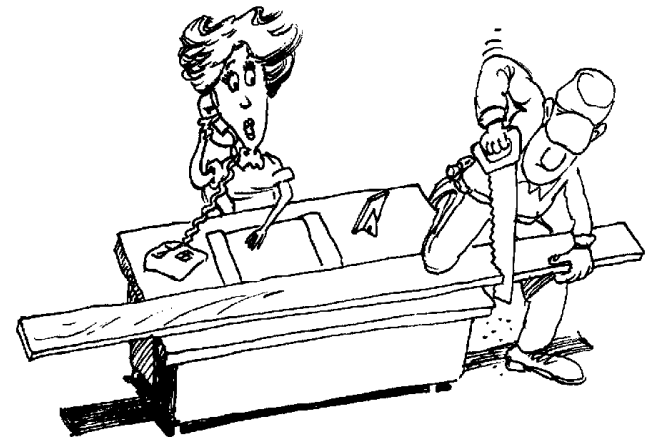
- ❑ Find **creative solutions** to problems.
- ❑ Allow **new ideas and insights** to emerge within the company.
- ❑ A fast and easy way to **share** lean and continuous improvement successes and accomplishments.
- ❑ Highlight the many innovations currently in place throughout the company and beyond.



# - Best Practices

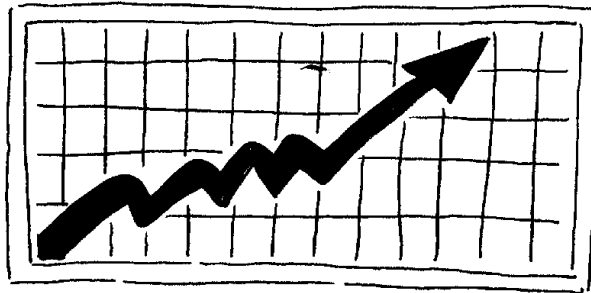
## □ By developing and sharing best practices:

- Everybody can benefit from the successes of others.
- Performance gaps will close over time.
- Promote involvement and participation of employees in their workplaces.
- Increase employees' motivation.



# - Best Practices

- **By implementing existing best practices and integrating them into your processes:**
  - Quality and performance will continue to rise.
  - Safety will increase.
  - Costs will be reduced.
  - Employees will be more aware and skillful and therefore more productive.

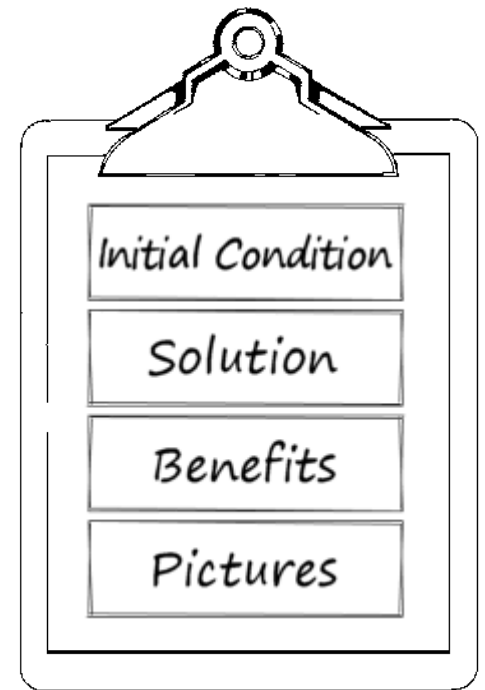




# - Best Practices

## □ The basic elements of a best practice often include:

- The initial condition or problem.
- The solution to the problem.
- The benefits obtained after implementation.
- Drawings and before and after photos.



# - Best Practices

- ❑ **Other information can also be included such as:**
  - The most closely related process and sub-process.
  - A reference number (non-duplicative).
  - The dates of submission and approval.
  - The name of the originator.
  - The name of the contact person.
  - Any other information useful to communicate and replicate the best practice.



# - Best Practices

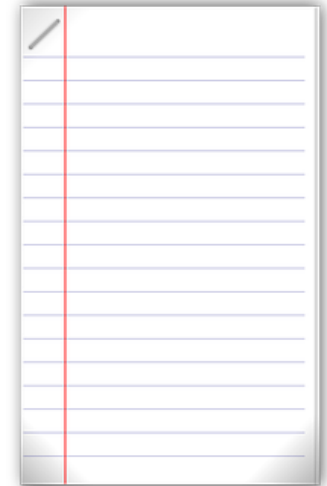
- ❑ Other information can also be included such as:
  - The date the best practice was submitted.
  - The category (safety, health, quality, manufacturing, etc.).
  - Whether the best practice is mandatory or recommended.
  - Files (documents, spreadsheets, reports, etc.).
  - The validator who reviewed it for content and completeness.
  - The name of the individual who approved the best practice.



# - Best Practices

## Case Studies:

- ❑ A best practice may include a case study which provides more details on:
  - The **advantages**: describe the benefits obtained.
  - **Pitfalls**: describe any problems that had to be overcome in order to successfully implement the best practice.
  - The **cost savings** that were generated.
  - **Cost to implementation**.
  - If the best practice was implemented to improve **EHS** compliance, it should describe the regulation or requirement.



# - Best Practices

## Example of a Best Practice Form:

<b>Title:</b>		<b>Process:</b>	
<b>Sub-process:</b>		<b>Date:</b>	
<b>Initial condition</b>	<b>Solution</b>	<b>Benefits</b>	<b>Drawing/Photos</b>
<b>Originated by</b>	<b>Submitted by</b>	<b>Contact details</b>	
<b>Department:</b>	<b>Plant:</b>	<b>Division:</b>	

# - Best Practices

## Another Format:

Best Practice	
Subject:	Originated by:
Department:	Submitted by:
Area/Process:	Submission date:
<b>Initial Condition</b>	<b>Before Photos</b>
<b>Solution</b>	<b>After Photos</b>
<b>Benefits/Results</b>	

# - Best Practices

## Communication:

- ❑ Don't allow an improvement opportunity to slip away because of miscommunication.
- ❑ Communicate your best practices in a way to promote:
  - Awareness.
  - Understanding.
  - Implementation.



# - Best Practices

## Communication Strategies:

- ❑ Resend best practices to relevant people.
- ❑ Post them on notice boards so everyone can see, share, and congratulate.
- ❑ Utilize databases and intranets to allow best practices to be shared between facilities.

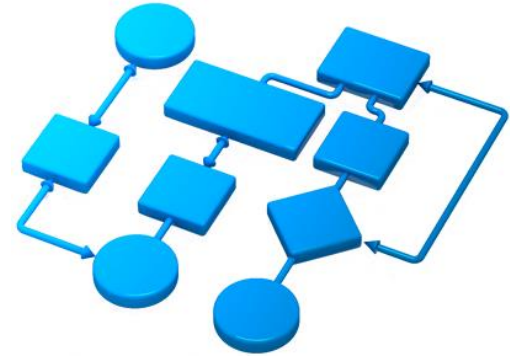




# - Best Practices

## How to Document a Best Practice:

- ❑ Ensure the practice that has been developed is unique and meets the best practice criteria.
- ❑ Use a paper form (or an electronic form).
- ❑ Write the title and the initial condition that leads to develop this best practice.
- ❑ Write the solution to the condition or problem and the benefits that has been obtained.
- ❑ Complete all the required elements.
- ❑ Attach any pictures or case studies that you may have.
- ❑ Submit the information to the appropriate staff to validate its completeness and correctness.



# - Best Practices

## Translation Opportunities:

### 1. Direct Translation:

- Implement the same idea in a similar process, product or service.



# - Best Practices

Translation Opportunities:

## 2. Adaption:

- Adaptation of the idea for the same process.



# - Best Practices

Translation Opportunities:

## 3. Customization:

- Adaptation of the idea to a different process, product or service.



# - Best Practices

Translation Opportunities:

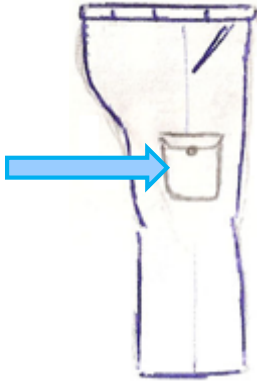
## 3. Customization:

- Adaptation of the idea to a different process, product or service.



# - Best Practices

## Example:

<b>Title:</b> Modified Trousers		<b>Process:</b>	
<b>Sub-process:</b>		<b>Date:</b>	
<b>Initial condition</b>	<b>Solution</b>	<b>Benefits</b>	<b>Drawing/Photos</b>
If a machine needs any adjustment, the maintainer usually takes his heavy toolbox (an ergonomic issue). He may forget some tools if he hold them by hand causing waste of time resulting in machine downtime.	We have provided all maintainers with trousers that have two pockets (one at each side) to hold their most important and used tools.	Each maintainer now can keep his tools with him all the time. No need to search toolboxes, no ergonomic issues, and less machines downtime.	
<b>Originated by</b>	<b>Submitted by</b>	<b>Contact details</b>	
<b>Department:</b>	<b>Plant:</b>	<b>Division:</b>	

# - Best Practices

## Further Information:

- ❑ On a periodic basis, each best practice should be reviewed to determine if it is still appropriate.
- ❑ With the passing of time, it may become outdated due to more recent developments or process changes.
- ❑ If at any time anyone identifies a best practice that is outdated, this should be reported.



# - Best Practices

## Further Information:

- ❑ A best practice can also demonstrate the positive and tangible impact on the working conditions, quality of life, environment, organization culture, etc.
- ❑ Best is not always best for everyone.
- ❑ Every facility is different in some way, different missions, cultures, environments, and technologies.
- ❑ A best practice may result from a suggestion or recommendation.

