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## Training Our Eyes to See

Standard work contains all the information that tells us how to perform an operation or task both efficiently and effectively. Auditing an operation using standard work allows the auditor to learn the proper steps needed to perform the task correctly and allows our eyes to see what these properly executed steps will look like. This is training our eyes to see normal. Once our eyes are trained to see normal, we can quickly see when an operation is deviating from the standard and is abnormal.

Now we can effectively manage our operations.

When we see normal take no actions. When we see abnormal we must drive the actions required to bring the operation back into standard.

Remember: the person who gets the most out of any standard work audit is the auditor because it is training their eyes to see the difference between normal and abnormal. It is allowing them to be better process owners and process users.

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Have a topic idea? Submit to [idea@ruckerassociates.com](mailto:idea@ruckerassociates.com)



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