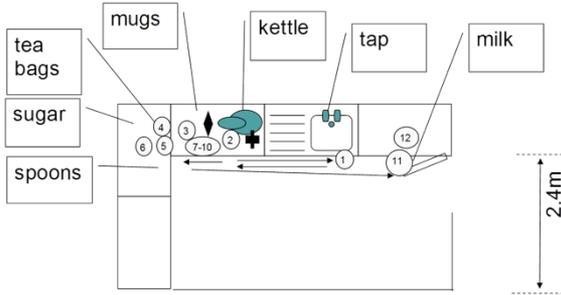




Standard Operating Procedures

The Standard Operation Documents



Where

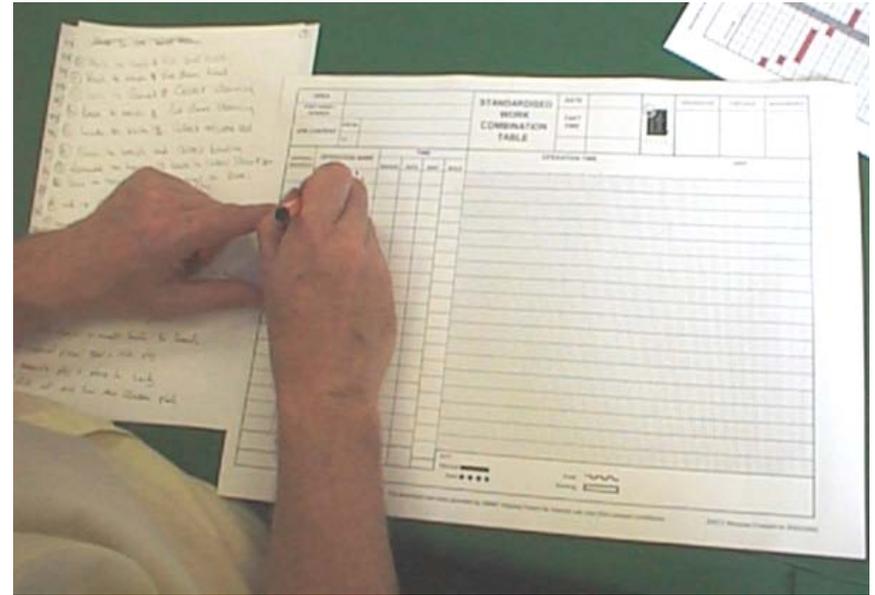
No.	Work Element	Key Point	Key Point Reason + Safety ♦ Quality ● Ease	Photo/Sketch
1	Take kettle to tap, fill for 1 mug with water and return	Use kettle filler gauge. See Fig. 1.	● Save water and electricity	
2	Plug in kettle and switch on	Take care not to get water on electric connectors	+ Danger of electric shock	

What and how

No.	Work Element	Time				Cumulative Time	Element Time		
		Manual	Auto	Wait	Walk		10	20	30
1	Take kettle to tap, fill for 1 mug with water and return	2			4	6			
2	Plug in kettle and switch on	2	20			8	■	■	■
3	Collect mug from top cupboard, bottom shelf	1			3	12			

How long

Documenting the Standard Operations



Standardised Work Chart

Organisation		ACME		Standardised Work Chart	Created By	C Brown	
Area		Kitchen			Issue Date	08/02/2007	
Part Name/Number		Mug of Tea			Issue Number	2	
Job	From:	Take kettle to tap			Ta		
Content	To:	Taste tea					
No.	Working Sequence Steps						
1	Take kettle to tap, fill for 1 mug with water return						
2	Plug in kettle and switch on						
	tea board, bottom shelf						
	m tea caddy on work top						
	mug						
	spoon						
7	Wait for kettle to boil						
	sugar						
	milk to mug with mug, add milk						
12	and taste tea						
Employee Movement:		→		Material Movement:		→	
Standard In-Process Stock				Safety		Quality Check	
Symbol	Total Number In Cell						Cycle Time
○	n/a		+		◊		76 seconds

Chart heading information

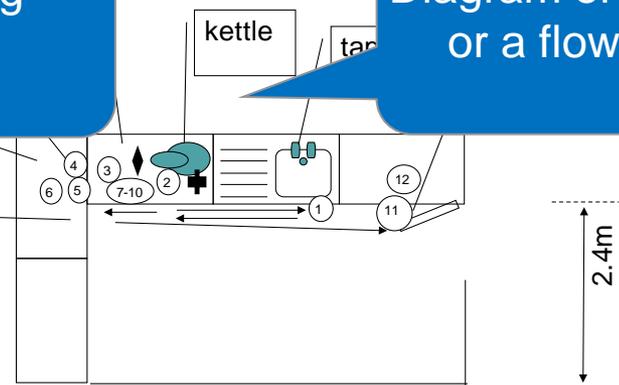
Diagram of the area or a flow chart

Working Sequence Steps

Standard In Process Stock

Movement of employee and materials

Safety and quality key points



The completed chart

Organisation		ACME	Standardised Work Chart		Created By	C Brown
Area		Kitchen			Issue Date	08/02/2007
Part Name/Number		Mug of Tea			Issue Number	2
Job Content	From:	Take kettle to tap			Takt Time	180 s
	To:	Taste tea				
No.	Working Sequence Steps					
1	Take kettle to tap, fill for 1 mug with water and return					
2	Plug in kettle and switch on					
3	Collect mug from top cupboard, bottom shelf					
4	Select tea bag from tea caddy on work top					
5	Place tea bag in mug					
6	Get sugar and spoon					
7	Wait for kettle to boil					
8	Pour hot water in mug					
9	Wait for tea to fully brew					
10	Remove tea bag and add sugar					
11	Walk to fridge with mug, add milk					
12	Stir and taste tea					
Employee Movement:		→	Material Movement:		→	
Standard In-Process Stock						
Symbol	Total Number In Cell		Safety	Quality Check	Cycle Time	
○	n/a		+	◆	76 seconds	

The completed sheet

Organisation		ACME			Job Detail Sheet	Created By	C Brown
Area		Kitchen				Issue Date	08/02/2007
Part Name/ Number		Mug of Tea				Issue Number	2
Working Sequence Step		Steps 1 to 12				Takt time	180 s
Operation / Process No.		30					
Initial Creation Date		05/10/2006					
No.	Work Element	Key Point	Key Point Reason + Safety ♦ Quality ● Ease		Photo/Sketch		
1	Take kettle to tap, fill for 1 mug with water and return	Use kettle filler gauge. See Fig. 1.	Save water and electricity		 <p style="text-align: center;">Fig. 1</p>		
2	Plug in kettle and switch on	Take care not to get water on electric connectors	+ Danger of electric shock				
3	Collect mug from top cupboard, bottom shelf		● Easy to reach				
4	Select tea bag from tea caddy on work top						
5	Place tea bag in mug						
6	Get sugar and spoon						
7	Wait for kettle to boil						
8	Pour hot water in mug	Take care not to spill	+ Risk of scalding				
9	Wait for tea to fully brew		♦ Prevent weak tea				
10	Remove tea bag and add sugar	Do not use wet spoon in sugar	♦ Makes sugar lumpy				
11	Walk to fridge with mug, add milk						
12	Stir and taste tea	Confirm tea is to taste	♦ Assure customer satisfaction				2
PPE Required: (Write specification)		Eye Protection	Ear Protection	Foot Protection	Hand Protection	Other PE	Content of revision
							Key Preparation Activities
							1. Switch on electricity at mains board.

The completed table

Organisation		ACME				Standardised Work Combination Table														Created By		C Brown															
Area		Kitchen																		Issue Date		08/02/2007															
Part Name/ Number		Mug of Tea																		Issue Number		2															
Job Content		From:		Take kettle to tap																Takt Time		180 s															
		To:		Taste tea																																	
No.	Work Element	Time					Element Time														Unit: seconds																
		Manual	Auto	Wait	Walk	Cumulative Time	0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190											
1	Take kettle to tap, fill for 1 mug with water and return	2			4	6																															
2	Plug in kettle and switch on	2	20			8																															
3	Collect mug from top cupboard, bottom shelf	1				12																															
4	Select tea bag from tea caddy on work top	3				15																															
5	Place tea bag in mug	1				16																															
6	Get sugar and spoon	2				18																															
7	Wait for kettle to boil			10		28																															
8	Pour hot water in mug	4				32																															
9	Wait for tea to fully brew			32		64																															
10	Remove tea bag and add sugar.	2				66																															
11	Walk to fridge with mug and add milk	3			4	73																															
12	Stir and taste tea	3				76																															
Totals		23	20	42	11																																
Cycle Time							76																														

Key:

Manual

Auto

Walk

Waiting



Industry Forum

Business Excellence Through Inspired People