DEMYSTIFYING VISUAL MANAGEMENT

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AGENDA

• Visual management introduction
• Types and examples
• Tips for addressing common problems
• Tool
When it comes to visual management, I would say:

- I’m here to learn what it is.
- I know about it but don’t have experience using it.
- I have a little bit of experience using it.
- I have a lot of experience using it.
VISUAL MANAGEMENT INTRODUCTION

Principle
• Make information visible to make the work more effective

Benefits
• We can absorb information more quickly when it’s visual
• Everyone can see the same information
• It’s easier to see waste and problems more quickly
VISUAL MANAGEMENT
TYPES & EXAMPLES
VISUAL MANAGEMENT TYPES

• Visual tools at a process step
• Visual management of the work
• Visual management of the process flow
• Visual management of performance
VISUAL TOOLS AT A PROCESS STEP

- Pink - waiting for review
- Green - Already reviewed
VISUAL MANAGEMENT OF THE WORK
VISUAL MANAGEMENT OF THE PROCESS FLOW
### VISUAL MANAGEMENT OF THE PROCESS FLOW, CONT

#### Instructions/Recommended Board Improvements

- **PPD Project Status Board Instructions**
  - This card is a template.

#### Pending Project/Project Initiation

- **XX-XXX Project Name - TEMPLATE**
  - 0/125
- **Planning Project**
  - GW Bush Monument Installation
  - 12/20

#### Public Works Request Status

- **Design-Bid-Build**
  - 22-098 SOS WA Talking Book & Braille Library - Window Replacement
  - 5/74

- **Design-Bid-Build**
  - 22-103 DCVF Green Hill School Baker North Design & Remodel
  - 4/82

- **Design-Bid-Build**
  - 22-105 DES Campus Security - Wedge Barrier
  - 5/122

- **Consultant Services ONLY**
  - Tenant Improvement Project
  - XX-XXX, O82 Drinking Fountains
  - 4/113

- **Consultant Services ONLY**
  - Operating Project
  - XX-XXX, O82 Sewer Pump
  - 3/43

#### Consultant Selection Status

- **Design-Bid-Build**
  - 22-105 DES Campus Security - Wedge Barrier
  - 3/76

- **Consultant Services ONLY**
  - Operating Project
  - 22-112 WDAF NRB-Air Compressor Piping
  - 8/66

- **Capital Project**
  - 22-155 Capitol Campus Door Access Control Exterior Improvements (Major/Minor)
  - 3/76

- **Capital Project**
  - 20-070, Office B

#### Predesign/Special Study Status

- **Public Works Request**
  - 18-521, 100%

- **Consultant Selection**
  - 20-264, Install

- **Consultant Services ONLY**
  - Tenant Improvement Project
  - XX-XXX, O82 Drinking Fountains
  - 4/113

- **Consultant Services ONLY**
  - Operating Project
  - XX-XXX, O82 Sewer Pump
  - 3/43

- **Design-Bid-Build**
  - 22-105 DES Campus Security - Wedge Barrier
  - 5/122

- **Capital Project**
  - 22-155 Capitol Campus Door Access Control Exterior Improvements (Major/Minor)
  - 3/76
VISUAL MANAGEMENT OF PERFORMANCE

<table>
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<th>In</th>
<th>Out</th>
<th># of Days</th>
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10 Calls on Hold

20 Agents on Calls

1:40 Longest Call Waiting

10 Abandons this hour
HEIDI’S HELPFUL HINTS
POLL

Which of these problems have you run into? (check all that apply)

• Feeling overwhelmed getting started
• People not using the visual management system
• Visual management information getting outdated
• Never talking about the information
• Getting discouraged and giving up
MAKING IT WORK

1. It has to be easy, or you won’t sustain it.

Common Problems

• Even more work?
• Frozen in time
MAKING IT WORK

2. Embrace the messy but effective.

Common Problems

- Blank board overwhelm
- Ordering your own barriers
- Can’t touch this
3. Location matters.

**Common Problems**

- Hidden figures
- A step too far
4. Customize the system so it makes sense for your work.

**Common Problems**

- Copy and paste waste
- If it’s good enough for them...
5. It takes courage and a commitment to blame free communication.

Common Problems
- Problems are problems
- People are problems
6. The value is in seeing problems and doing something about them.

Common Problems

• Immortalized data
• Putting on a show
MAKING IT WORK

7. Adjust; don’t abandon.

Common Problems

• Same problem, different day
• We tried that once
CASE STUDIES
LOCKED OR NOT?
## TRAINING TRACKER

- Basics
- Progress
- Goals
- Check in

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<td>Micah</td>
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WRAP UP
Check the conference website for a checklist you can use to help you develop and evaluate visual management.
POINT TO PONDER

• What in your workplace right now would benefit from being more visual?

• What will you try first?
QUESTIONS
THANK YOU

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