

DAILY MANAGEMENT SYSTEM – EXECUTIVE SPONSOR SUMMARY

1. Visual Management: BlueBin Dashboard Software

Dashboard is assessed daily by the Program Lead (Name). Main areas of focus are:

- Overall program Fill Rate (should average above 98%)
- Hot Bins/Kanbans (should average between 10-15%)
- Slow Bins/Kanbans (should be less than 10%)
- Stale Bins/Kanbans (should be less than 2% and weekly checked for expiration)

These results should be reported out on a weekly basis, and problem areas addressed accordingly.

Tier-Level Accountability:

*Executive should request **weekly report** of hot/slow bin scan activity, overall Program Fill Rate, with Plan of Action outlined for issues encountered.*

2. Visual Management: Gemba Audits and Score Sheets

Gemba Audit **Recommended Schedule:**

- Program Lead (Name): Daily
- Program Manager (Name): Weekly/Monthly
- Program Executive (Name): Quarterly

Utilizing the **Gemba Audit Form (Form #3007)** which evaluates 20 Criteria, based on 3 Categories:

- Pull Standards
- Replenishment Standards
- Node Integrity Standards

Results are captured and communicated on the **Leadership Standard Work (LSW) Scoreboard**, which is maintained next to Program Lead's (Name) office in (Rm #).

Tier-Level Accountability:

*Executive should request **Summary of Findings** on a weekly basis. The findings would come from Gemba Walks by Lead/Manager, as well as observation of **LSW Scoreboard** by Executive, located at Lead's office.*

3. Visual Management: QCN Process (Form 3010)

The QCN Form (Questions, Comments, Needs) is the continuous voice of our customer. QCN Note Pads should be maintained/replenished inside of every Node (Supply Room) so that they're readily available to hospital staff.

- Must be approved by Department Clinical Director
- To be reviewed by BlueBin Program Lead (Name) within 24 hours

- Should be Closed/Resolved within 10 days of receipt (unless otherwise documented)

QCN results are captured on the **QCN Board/Tracker** which is located next to Program Lead's (Donnette) office in 01-SS.

Tier-Level Accountability:

*Executive should request **QCN Updates** focused on volume received versus completed on a weekly basis. Executive can also review the **QCN Tracker** which is maintained by Program Lead – via QCN Board or QCN Electronic File.*

4. Leadership Standard Work (LSW): Weekly Program Reporting

To ensure ongoing Program success, the Program Lead reports out once per week regarding the status of:

- Dashboard Summary (Fill Rate, Hot/Slow Bins, etc.)
- Gemba Audit Summary (Status of the Nodes, Staff performance, etc.)
- QCN Summary (Outstanding, resolved, etc.)

This important information can be communicated via Written Report, Conference Call, or Leadership Team Huddles.

Tier-Level Accountability:

*Executive can direct **Weekly Program Communications**. These may take place in-person, via telephone, or via email.*

5. LSW: Staff Training & Accountability on Standard Work / Reliable Methods

Staff compliance and support are the foundation for a successful BlueBin Program. There are several Key Areas in which staff must be trained and fully compliant:

Servicing BlueBin Nodes (Form 3000): Steps required for accurately servicing a Node.

- Clean & tidy
- Replenish using F.I.F.O.
- Collect all empty bins, to be transported to Stage
- Check for Stock Outs or other supply problems throughout the Node

BlueBin Stage Operations (Form 3001): Steps required for the scanning/ordering process and maintenance of the Stage Area.

- Empty bins are returned from Node to Stage
- Bins are placed with Barcodes facing outward
- Kanban cards are placed in the "To Be Scanned" clear bins
- Log in to Lawson and follow the "Ordering Process" outlined in Form 3001
- When ordering is completed, turn all bins so that the Barcodes are facing in, and the Clinical Labels are facing outward
- Place all scanned Kanban cards in the "Scanned" clear bins

Filling BlueBin Supply Orders (Form 3002): Steps required for properly replenishing Bins in the Stage Area.

- Fill bins in organized manner, maximizing end-user convenience
- Eliminate risk of product falling out of bin & becoming damaged

BlueBin Bin Maintenance (Form 3003): Steps required for inspection, cleaning, and repair of BlueBin hardware as needed.

- General condition of the Bins, Labels, Signage, Racks, and Work Areas
- Every staff member on every shift is responsible for addressing/reporting any issues
- Cleaning and Operations supplies should always be maintained in Stage

Managing BlueBin Stockouts (Form 3004): Steps required for addressing a stockout and communicating/coordinating steps for a solution.

- Process for utilizing “Stock Out” Tags
- Proper placement of Bin or Card in Stage to signal “stock out”
- Program Lead or Supervisor is responsible for follow up on all “Stock Out” Tags same business day

Tier-Level Accountability:

*Executive should request to review the **S.O.P Training Log** (monthly) to ensure all staff have signed off on training (should be updated with every new hire). Executive can conduct **Monthly/Quarterly Gemba Audits** to ensure the appearance/function of Supply Room and Stage Operations is up to standard. Executive can request **Stock-Out Updates** during the Weekly communication/meeting.*

6. LSW: Par Master / Lawson Update Maintenance

The BlueBin Par Master (Excel) is critical in maintaining all active Supply Items in the Program. This file is used for:

- Communicating with Lawson for supply orders (all data must match and any changes must be updated/saved immediately)
- Generating Label Printing jobs for newly-installed Nodes, as well as item adds/changes
- Conveying data that is utilized in the BlueBin Dashboard software – information that is required for making Par Adjustments, Item Deletions, etc.

The Par Master is maintained by the Program Lead (Name). Leadership (Name, Name) should be familiar with its function and maintenance.

Tier-Level Accountability:

*Executive can request **Par Master Review/Analysis**. This can take place during the Weekly Communications, or when the situation may call for review. Program Lead can train 1 or 2 team members on the function of the Par Master, given its high importance.*