ENSURING SUSTENANCE

by Ir. Shum Keng Yan

Ir. Shum Keng Yan is a chemical engineer and a certified accident prevention and safety practitioner.

In our last discussion, we looked at the use of Behavioural Observation Cards to record learnings. When we repeat the process over and over again, the observations and coaching conversations then become as natural as eating and drinking. From a measures point of view, we start to see that the location's measures are "green" for prolonged period of time. The process then becomes a routine or a habit. That is our aim.

Thus, we move to a different level of maturity in how we work. This is called SDCA or Standardise-Do-Check-Act. SDCA is the lesser-known cousin of PDCA (Plan-Do-Check-Act).

Since we all know what DCA is, let us look at the S. Standardise is a step to ensure that the desired process or method is done consistently by the relevant persons. "Standardise" is done via coaching or observations on how that particular step is done. It can be documented in the Standard Operating Instructions to be used as a reference. This is where "Sub-Standard" can be checked.

Once Standardise is achieved, we can launch our next "PDCA" cycle. It is the frequent launch of improvements without "standardisation" that causes inconsistencies in how we work.

Imagine this: Though the employees haven't understood a certain way, we go ahead and change things again. SDCA is an important cousin of PDCA to ensure we do not slip back on programmes which we have introduced.

How do all these link together? Did I just see something from Kaizen?

If you have a standardised idea, contact me at: **pub@iem.org.my**. ■
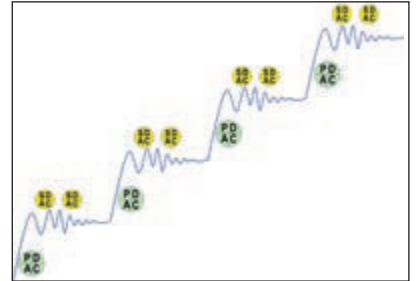
> *"If you think of standardisation as the best you know today, but which is to be improved tomorrow; you get somewhere." – Henry Ford*