



CORPORATE PARTNERS
EXCELLENCE THROUGH PEOPLE AND PROCESS

Visual Management - Process Improvement and Engagement



Nationally accredited training and workplace consultation
Visual Management Level 3

Corporate Partners RTO National Code – 91467

SHORT COURSE

Visual Management

Driving business performance to align company strategy and goals across the business

Visual Management is a powerful Lean tool that will support and sustain any continuous improvement program. At its core, Visual Management is about streamlining communication across an organisation, ensuring the workforce is aligned with company goals.

Making goals visual and engaging staff to contribute to the ways the team can improve these, through problem solving and using Lean tools, drives continuous improvement and workforce development. The benefits of Visual Management are clear and can be seen in productivity improvements, reduced defects, improved on-time delivery, reduced waste and increased profitability.

Effective Visual Management plays a major role in improving workplace communication as well as staff engagement. It is a well-known fact that humans process information up to 60,000 times faster when it's in a visual form. The information is also retained more effectively when visually consumed.

We know that engaged employees work harder, stay longer and perform better than their less engaged peers. Teams that are managed via Visual Management are proven to be much more engaged than those who aren't. Employees are empowered with Visual Management. They know the goals, understand how their performance impacts the business and are motivated to drive improvements.

Corporate Partners has developed a Visual Management Training Program that will drive business improvements and harness the capabilities of your workforce. The program is equally effective used in office administration as it is when used with traditional manufacturing and logistics processes.

Our approach

The Corporate Partners approach to training is unique in that we gain a deep understanding of your business, its issues and goals, before we customise a training program. Armed with that information, we then design a program that will empower your people to solve problems and provide them with the skills they need to drive continuous improvement.

The training is more meaningful and effective because trainers come to your site and deliver training on the real issues that employees are facing. We roll up our sleeves and work alongside your people to ensure the program is implemented effectively.

Visual Management Level 3*

Part Qualification Delivery**

Code	Unit
MSS403001	Review competitive systems and practices
MSS403085	Ensure process improvements are sustained
MSS402010	Manage the impact of change on own work
MSS402052	Implement continuous improvements based on standardised work practices

*2 additional units may be added to this qualification - MSMWHS200 Work Safely and MSMENV272 Environment

** TPPPQ funding 'may' be available upon application, see Corporate Partners for more information.



Visual Management Training

After a tailored training program that is designed around your business objectives, employees see the relationship between what they are doing and the strategic goals of the business. Employees become motivated to suggest improvements and contribute to these common goals. The regular meetings provide a forum for making suggestions which also greatly improves communication across the business.

Employee engagement and motivation is heightened because they see that their suggestions are being listened to and recorded then implemented.

Program components

The Visual Management training program runs for 4 months, the delivery timetable will be defined around your production schedule to ensure minimum disruption. (A weekly session of 90 minutes is recommended for the best outcome).

During the program we will also evaluate Safety, Quality, Delivery and Cost issues and train participants how to identify and remove their causes.

At the end of the training the teams will present to their management the outcomes of establishing Mini Businesses in their work area and outline the improvements they have made or identified.

The three stages of visual management the training covers



Mini Business Boards

Corporate Partners establish Mini Business Boards to engage all employees in the business improvement process.



Visual Performance

The Mini Business teams have boards displaying charts that set out the team's goals and plot the team's performance on five key measures of Safety, Quality, Delivery, Cost and People. This allows staff to visually and quickly see their team's performance and where improvements are required.



Performance Improvements

The Mini Business Boards visually track improvement initiatives and the results of the improvements or containments, can be seen in the daily and monthly trend performance charts.

Program phases



The first phase of the program builds the foundation for the training and prepares attendees for change. During this phase we will:

- Develop an outline or work plan for the implementation,
- Develop the team vision, mission and values.
- Finally, we will agree upon the team measures based upon Safety, Quality, Delivery, Cost, People and Environment metrics.

Once phase one is complete, the team will be ready to start implementing visual management. This phase includes:

- Defining team rules
- Creating a board audit and team culture survey
- Identifying, investigating and escalating issues
- Exploration of root cause analysis using 5 whys
- Customer surveys undertaken and customer supplier agreements developed
- Identification of value and non-value add activities through a waste audit.

Once Visual Management has been implemented, it's vital to monitor the changes to ensure they are maintained. This final phase will include:

- Analysis of feedback and gaps
- A review of resistance and the implementation of corrective actions
- Management presentation outlining the improvements and next steps.



“ The Corporate Partners trainer really focused on understanding our issues then giving us the tools to resolve them, which means we will be able to maintain the results and continue to improve our processes. ”

Belinda Higham
Customer Service Manager, Coregas