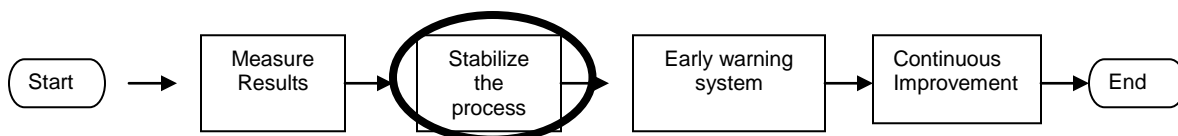


Job Breakdown Worksheet

Selected Process: Daily Management		Job: Kamishibai Checking
Needed Equipment and Materials for operation: Kamishibai with Hourly Checking Cards & Notes Cards		
Material for Instruction:		
Important Step Advances the work <ul style="list-style-type: none"> • Has it advanced? • Be succinct! <i>If more than 5-7 Important Steps, break it into 2 or more Job Breakdowns.</i>	Describe the Key Point Reminder: does it <ul style="list-style-type: none"> • Make or break the job • Injure the worker • Make it easier <i>An Important Step can have 0 to a few Key Points.</i>	Reason for key points
Answer Production questions on card relating to work flow.	These checks are: <ul style="list-style-type: none"> • new/urgent work & staffing changes <ul style="list-style-type: none"> ○ 6-7:30 AM • Planned vs. actual for individuals and team and new/urgent work <ul style="list-style-type: none"> ○ 8:00 AM ○ 10:00 AM ○ 12:00 PM ○ 2:00 PM 	To compare planned vs. actual and to trigger appropriate action(s).
Answer Standard Work questions on card for each team member listed on card.	These checks are: <ul style="list-style-type: none"> • Does IPD sort criteria match the work assigned? (queue being worked, oldest claim first.) • Are procedures open and being used? • Is standard work for the Heijunka process being followed (sticks removed)? • Is the tracking sheet is up-to-date. <ul style="list-style-type: none"> ○ 9:15 AM (or immediately following Daily Kaizen) ○ 11:00 AM ○ 1:00 PM ○ 3:00 PM 	To ensure standard work is being followed
Record the answers or results for each question on the back of the card and/or on notes card if there is a variance.	Replace card green side up on the Kamishibai .	At-a-glance any one can see checking results
At end of day, capture	Clean cards and attach to board	To track information and

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Job Breakdown Worksheet

information from Kamishibai and reassemble for the next day.	with orange or yellow side out.	discover trends and share in Daily Kaizen.
Supervisors, Leads and Trainers share responsibility for the Kamishibai. Medicare/Medicaid Kamishibai Check Schedule	6-7:30 AM– Lead (Back-up Manager or Supervisor) 8:00 AM – Lead 9:15 AM – Supervisor (Jen) 10:00 AM – Supervisor (Bernice) 11:00 AM - Supervisor (Bernice) 12 PM – Supervisor (Bernice) 1:00 PM - Trainer 2:00 PM – Supervisor (Jen) 3:00 PM - Lead	To ensure that all checks are made and to accommodate varying schedules
Team: Medicare Unit Manager: Tami Wagner Method Owner: Jennifer Clemens		Date Worksheet Completed: December 21, 2007

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