

# Primary visual display

## Display of Team information performance and projects

### 20 Keys program

- What's on time
- What's behind
- What's complete
- What do we have to do
- What are the critical issues

### Input/outputs

- Customer satisfaction
- Supplier performance

### Kaizen action sheet system

### Team information

- Health & Safety
- Training
- Skills
- Housekeeping

## What is it?

A large, two-dimensional information centre that is updated as required. It is owned by each work group and displayed in their area.

## What can it be used for?

The Primary Visual Display (PVD) acts as the focal point for the work group's performance and improvement efforts. It contains all the work group's key information and indicators and is reviewed daily by the whole group at the Daily Work Group Meeting.

It should include, as a minimum, the work group's 20 Keys assessment graph and action plan, its Kaizen Action Sheet System and its KPI performance. Additional information can include, for example:

- Information about the work group (photos, names, holiday charts etc).
- Skills matrix.
- Training plan.
- Health & Safety information.
- Company communications and briefings.

## How to do it:

1. Decide on the detailed layout and information to be displayed.
2. Design a simple, visual way of displaying and maintaining the information.
3. Set up the PVD and maintain and use it (e.g. at the Daily Work Group Meeting).
4. Review the system – seek feedback from those involved.
5. Train everyone to ensure they can use and maintain the PVD and regularly review and improve.

## Tips and guidelines

- A standardised, general format for the primary visual displays should be created by the organisation and used by every work group.
- The PVD should be large (at least 1m x 2m) and located prominently within the work group's area.
- Ensure that the information on the PVD is scrupulously maintained.
- The Team Leader usually is the first person to create and maintain the PVD, but once others are trained and familiar with it they can be assigned to update it.