Operational excellence

Short-Interval Management and Routines

One day to set up short routines that are used to make decisions: start-of-shift team huddle, workshop meeting, site review. Participants build the cascade of meetings, the safety, quality, cost, delivery and people indicator board, and the escalation rules for problems. The session ends with a routine led in front of a real board in your workshop, followed by a debrief.

Duration : 1 day

Objectives

1. Explain the principle of short-interval management: comparing actual to expected often and reacting fast
2. Design the cascade of routines, from team to site committee, with times, durations and attendees
3. Choose simple indicators for each level, updated by hand by the team
4. Lead a few-minute huddle focused on deviations and actions
5. Organise problem escalation and action follow-up through to closure

Programme

Day 1 — morning

• Why short routines: responsiveness, the role of front-line supervision, information flow

• Cascade of meetings: team, workshop, site; times, duration, attendees, fixed agenda

• Indicators by level: safety, quality, cost, delivery, people; actual versus expected, per hour or per shift

• Designing the physical board: zones, colour codes, action plan, information of the day

Day 1 — afternoon (workshop)

• The facilitator's stance: keep to time, talk about deviations, do not solve problems in the meeting

• Escalation rules: what goes up, to whom, within what time; link with problem solving

• Workshop: leading a team huddle in front of your workshop's board, in real conditions, then debrief

• Auditing the routines: verification grid and coaching of facilitators

• Knowledge test on facilitation and escalation rules

Teaching methods

• Building the board on the shop floor, with the team that will use it

• Facilitation role-plays, commented using an observation grid

• Cross-observation of routines between participants

• Delivery in Darija possible for team leaders and operators

• Examples of meeting cascades in agri-food plants, packaging and logistics

Assessment and documents

Knowledge test and end-of-course evaluation at D+1; each facilitator is observed during a real routine using a common grid. Numbered certificate, verifiable online, for each participant; training report and the proposed cascade of routines handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

Routines rely on a display kept up to date: the course « 5S and Visual Management: Pilot Workshop » covers workstation organisation and visual control. To deal with the problems that come up in meetings, see « QRQC: Rapid Response to Quality Problems ».

Practical information

Duration	1 day
Audience	Team leaders, supervisors, workshop and production managers, support functions
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

What is the difference with a conventional production meeting?

The routine is short, held standing, at a fixed time, in front of a board updated by the team. Only deviations and actions are discussed; complex problems are solved afterwards, with the right people.

Who should attend?

The team leaders and supervisors who will run the huddles, their workshop managers, and the support functions called into the cascade: quality, maintenance, logistics. The plant manager's presence helps define the upper level of the cascade.

Can routines be tracked in a digital tool?

Yes, once the routines are stable on a physical board. Action and indicator follow-up can then move to a management tool, as long as the basic rule is kept: the team updates its own indicators.

Is the course suitable for a non-production department?

Yes. Logistics, maintenance, laboratory or customer service apply the same principles with other indicators. For administrative processes, the « Lean Office » course completes the approach.