INSTRUCTIONS FOR SCORING A SITE:

- 1. Note site name/date
- 2. Mark any positive response questions with a "X"
- 3. Score the category with a number of points or mark an "X"
- 4. Make any comments as appropriate
- 5. Sum columns and sum final score
- 6. List 3 key strengths, 3 key opportunities for site

World Class Site Feedback Form		Not evident	Limited application	Some effort	Clearly evident	Good example of best practice	Never Seen Anything Better	1.) Site/Date:
Categories		0 pts	1 pt	2 pts	3 pts	4 pts	5 pts	Notes / Comments
Policy Deployment / Hoshin Kanri	Yes (X)							
-Site activities are tied to company's strategy?								(4)
-Site activities are linked to all work teams?	(2.)			(3.)				
-Reviews of site/team activities occur regularly?								
Vision, Mission, Culture, Strategy								
-Are the company vision, mission, values posted?								
-Is the strategy of the company known at all levels?								
-Are company values posted and known at all levels?								
Value Stream Mapping								
-Site has completed Value Stream Maps?								
-Site is using maps to identify opportunities to improve?								
Workplace Organization / Safety / 7S								
-Are all site areas clean, well-lit, well-organized? -Does everything have a place? No clutter?	-							
-Are safe and ergonomic practices evident?								
Visual Controls								
-Are work areas, cells, processes identified?								
-Are aisles marked? Storage areas designated?								
-Are there scoreboards visible? Status detectable?								
-Does daily work follow the visual controls in place?								
Cellular Processes	L							
-Is nearly all work processes arranged in cells?								
-Do the cells have work stations close together?								
-Have the work stations been designed by workers?								
-Can the cell react quickly to changes in demand?								
One Piece Flow / Standard Work	L							
-Cells are free of bunches, piles of materials?								
-There is only 1 piece of work in process per person?								
-Cell tied to Takt time? Works is steady, not hurried?								
-Standard work is documented & visible? Actually used?								
Poka Yoke - Mistakeproofing								
-Poka Yoke devices/methods in most processes?								
-How is knowledge captured/transferred to prevent problems?								
-Design is involved in making parts Poka Yoke at start?								
Kanban Pull Systems		_						
-What percentage of material replenishment is on kanban?								
-ls kanban used both internally and with suppliers?								
-ls cell schedule driven by actual customer demand?								
SMED, Quick Changeover					-			
-All changeovers are completed <10 minutes?								
-SMED program exists and drives set-up reduction?								

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TPM - Total Productive Maintenance								
-ls unplanned downtime less than 1% overall?								
-Operators are involved in machine maintenance?								
-All equipment is in a computerized PM system?								
-How much of maintenance is monitoring/predictive?								
Employee Involvement								
-Do employees drive improvements in the site?								
-Do employees autonomously improve operations?								
-Do employees know site measures, financials?								
Quality Assurance								
-Are the cell work teams responsible for quality?								
-Quality is monitored by lot sampling or in-process?								
-Rework and scrap levels monitored in all areas?								
Supply Chain								
-Do suppliers help manage site inventories?								
-Do suppliers participate in improvement events?								
-What percentage of incoming items are dock-to-stock? 80%+?								
-Suppliers have scorecards/ratings? Are they posted?		1						
-Does the site lead or support a regular S&OP process?		1						
Environmental Awareness / Sustainability / Green								
-Site has an active recycling/green program?								
-Site is practicing source reduction of wastes?								
-Design is involved in sustainability of products/services?								
Customer Focus / Satisfaction								
-Do employees know how to determine their customers' needs?		1						
-How is VOC used in design of products or processes?								
-Are customer satisfaction measures collected and posted?		1						
-Do employees know how to act on or share customers' ideas?		1						
World Class Measures	L							
-ls process leadtime < customers' expected leadtime?								
-Are inventory levels, turns and service posted and improving?								
-Are complaints less than 50 per million units sold?								
Leadership Commitment								
-Site leadership is regularly on the site floor?								
-Site leadership meets with teams, checks visuals regularly?								
-Site leaders lead by example? Reinforce the values?								
Benchmarking								
-Site hosts benchmarking tours/visits regularly?								
-Site personnel tour/visit other sites at least quarterly?								
Continuous Improvement (CI)								
-Does the site complete at least 2-4 CI events per month? -Do employees use A3 / root cause problem solving methods?	-	1						
1 7 1	-							
-Is CI just a part of the job/engrained in the culture?								
-Is LAMDA or PDCA used in process/product development?	-	1						
-Are there examples of ideas in progress around site?	T-1-1	_	_	•	_	•		Total Coores
Directions: Score each category (0-5) based on your observations, question	Totals:	0	0	0	0	0	0	Total Score:
during site tour / presentation. Add totals for each column. Sum all 6 column		0-24	25-39	40-64	65-80	81-90	91-100	
totals for final assessment score.	ocore:	- 0-24	20-39	40-04	00-80	01-90	91-100	
$\left(5\right)$	Rating:	Failing	Marginal	Striving	Good	Great	Best	0
			_					
			(6.)					
			-					