One-Point Lessons
Definition

- One-point or single-point lesson
  - Visual presentation that provides specific information on a single topic
  - Usually one page
  - Includes pictures, charts, graphs or diagrams
  - Located at or near the place the work is performed
  - Quickly and effectively communicates a single idea
Purpose

- Used to support continuous improvement efforts
- One-point lessons
  - Communicate and teach standards
  - Document improvement to the process
  - Document problems and their solutions
  - Communicate new standards
Communicate “Best Practices”
Single Point Lesson #017

Title: Tower D Prooftester Drum Inspection

Razor blade located on front side of proof tester

While the operator is manually rotating the proof tester drums the razor blade is held on the surface of drum where the fiber path would be.

The angle to hold the razor blade is approximately shown above.

Operations check drums as instructed, Maintenance inspects weekly. Any pick-up felt on the razor blade indicates a burr that can cause buffer damage.

Correct using a 3m scotch brite pad to remove burr if necessary use a light emery paper followed by the scotch brite pad.

Prepared By: __________________________ Location: __________________________ Date: 6/10/10
## One Point Lesson

### Office Example

#### Work Elements

1. **Remove Item From Inventory**, i.e. ink pens, easel pads, post-its, etc.

2. **If the remaining Inventory is Less Than the Re-Order Quantity**, Remove Green ORDER TAG

**NOTE:** The Blue tag should remain attached to the inventory location.

**NOTE:** If the Green Card is missing, the item is already "ON-ORDER"

3. Place the Green Order Card in Nancy's Mailbox and the Item will be ordered during the next supply ordering cycle.

4. The Green Order Card will be placed with the Blue Parts Card when the inventory is being re-stocked.
Purpose

- One-point lessons are an effective training tool!
  - Short and focused on a single topic
  - Small amount of information is presented where and when it is needed
  - Excellent method for reinforcing material until mastered by everyone
Where can you use a one-point lessons?

Anywhere key information is needed to perform a job!
Common Applications

- Safety
- Inventory
- Quality Control
- Equipment Use
- Maintenance
- Inspection
Examples

- Changeover operation
- Startup sequence
- Inspection methods
- Shutdown and lockout/tagout sequence
- Emergency stopping methods
- Cleaning procedures
- Adjustment procedures
- Inspection procedures
- Lubrication procedures
Benefits

- Promotes adherence to standards
- Quick knowledge transfer
- Just-in-time information where you need it
- Gets all employees involved
Who Prepares One-Point Lessons?

- Front line workers
- Team leads
- Team members
- Supervisors

Most effective when created by workers actually doing the job and available where the action happens!
Three Types of One-Point Lessons

- Basic Knowledge
- Problem Case Study
- Improvement Case Study
Basic Knowledge

- Used to bridge a gap between worker’s knowledge and skill with job requirement
- Ensures that team members have the knowledge they need to do their jobs and participate in improvement activities
Instructions on how to pack
How to use the Barrel Grab

1. Put barrel grab on barrel - be sure it is properly seated in rim.

2. Raise barrel

3. Lower barrel onto dally

4. Move barrel to cutter staging area
Problem Case Study

- Uses actual examples of breakdowns, defects, and other abnormalities to illustrate how to identify and/or avoid a workplace problem
- Most effective when presented immediately after a problem occurs
- For simple problems with simple solutions
Improvement Case Study

- Documents and summarizes the activities, and learning and results of actual improvements resulting from team activities
- Allows for teams to share best practices
How to start?

- Look at your work operations to see where you can use one-point lessons to improve the overall operation.

- Ask
  - What basic information or skills are needed to perform the job?
  - How can one-point lessons be used to provide that information and/or skill?
  - Which one-point lessons should be developed?
Creating a One-point Lesson

- Record the date the lesson was developed or revised
- Consider numbering your one-point lessons for easy tracking
- Note the type of lesson: basic, improvement or problem
- Identify and document the key teaching points
- Gather pictures, or create charts, graphs or diagrams that support your teaching points
Creating a One-point Lesson

- Draft the lesson.
- Follow the 80-20 rule. 80% pictures 20% words.
- Have appropriate persons proofread it for completeness and accuracy.
Share Your One-Point Lesson

- Present the theme and explain the reason for writing the lesson.
- Present the key teaching points.
- Demonstrate the lesson if possible.
Next Steps

- Display one-point lessons in the work area directly where they can be seen and used.
- Archive in electronic database for ease in revising
- Share lessons with other departments and locations
Note regarding ISO/QS 9000

For ISO/QS certified sites, one-point lessons affect quality or operating procedures are controlled documents or attachments to controlled documents.
One-point Lessons and Continuous Improvement

- Look for new opportunities to use one-point lessons.
- Identify gaps between the team members' knowledge and skills.
- Use to document solutions to problems.
- Use to document improvements.
- Update lessons to reflect new standards.
Question?

- Where can you use the one-point lesson in your organization?
Questions?