

# DAILY IMPROVEMENT HUDDLES



## 1 CONNECT TO PURPOSE

Start by sharing gratitude or by sharing a customer service story, or something similar in nature to remind operators why their roles are important.



## 2 CASCADE INFORMATION

Share company updates and other important information that the team needs to be aware of.



## 3 STAFFING

Review attendance and make necessary staffing adjustments.



## 4 FOCUS ON THE FIGURES

Review the team's operational dashboard and discuss the team's performance to target.



## 5 LESSONS LEARNED

Gather input from the team on what worked yesterday, and what didn't work. Discuss ideas to make today better.



## 6 FOCUS FOR THE DAY

Clarify the day's plan and ensure each person is clear on their role.



## 7 OBSTACLES

Seek to surface any issues or obstacles to today's plan. Ask for those that can help remove the barrier to stick around after the huddle.



## 8 ACTIONS

Document important outcomes from the huddle and publish to the huddle board for reference and to drive accountability.

# How to Huddle

1.



## Establish an Agenda

Develop a standard huddle agenda that effectively uses the 10-minutes. Focus on sharing information important to the team's work.

2.



## Assemble Team

As the team arrives, consider starting the workday by huddling. If people can't attend the huddle, have a plan for sharing important updates.

3.



## Review Performance Data

Update huddle boards with the most recent operational data (usually regarding the previous day).

4.



## Create a Plan

Discuss what worked yesterday, and what might need to change for today to help the team be successful. Develop the daily plan.