

Communication Systems to Support Natural Work Teams

Recommended Components:

Information:	Method:	Who is Responsible:	Frequency:
Daily production goals and schedule	Shift start-up meeting and team grease board* *Need daily schedule information including 'hot list' available at start of shift for Paint, Weld, and Press	<ul style="list-style-type: none"> • Team leader • Planner • (Team members take over when Team Leader launches next team) 	Daily – Start of shift
Part Shortages	Posted on team board	<ul style="list-style-type: none"> • Team member/ planner 	As required
Shift to shift information	Team leader overlap E-mail to next shift Team Leader	<ul style="list-style-type: none"> • Team Leader 	Daily at transition
Relevant safety topics	Tool Box Talks or shift start up meetings	<ul style="list-style-type: none"> • Team Leader 	Once a week
Changes in methods and product	Verbally initially at team meeting and posted	<ul style="list-style-type: none"> • Engineers 	As it happens
Schedule changes	Verbally initially at team meeting and then posted	<ul style="list-style-type: none"> • Team Leader/Planner 	As it happens
Significant changes in business	Verbal, Daily production meetings	<ul style="list-style-type: none"> • Team Leader 	As it happens
Team needs to management	Bring up with Team Leader at Team meeting	<ul style="list-style-type: none"> • Team Leader 	Start of Shift

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Team goals and progress in: <ul style="list-style-type: none"> • Productivity, • Schedule attainment • Quality • Safety, Review progress on specific actions to improve	Posted on Team Board and reviewed in Team C.I. meeting	<ul style="list-style-type: none"> • Team Leader 	Each goal updated as frequency requires. One hour Team C.I. meeting held weekly.
Customer Complaints	Verbal review at shift start up and then post	<ul style="list-style-type: none"> • Quality Engineer 	As it happens
Daily needs to leader	Verbal at shift start-up with Leader writing them down	<ul style="list-style-type: none"> • Team Leader 	As it happens
Team member recognition	Shift start u or Team C.I. meetings	<ul style="list-style-type: none"> • Team Leader 	As it happens
Non-conforming Material and Re-work	Use N/C tickets and tag material. Add re-work to Production Schedule	<ul style="list-style-type: none"> • Team members • Team Leader/Planner 	
Plant Results and business outlook	Shop Talks	<ul style="list-style-type: none"> • Leadership Team 	Minimum once every two months
Plant Events, activities and job postings	Bulletin board and covered in morning Production Meeting	<ul style="list-style-type: none"> • Human Resources posts on board and Team Leader reviews verbally with team at shift start-up and posts on Team board. 	As happens