

SELF-ASSESSMENT | 25 QUESTIONS | 5 AREAS

Standardized Work Audit

Check whether the standard is understood, followed and improved. For manufacturing, logistics, administration and services.

How to carry out the audit

1. Select one process or workstation. Define its start, end and expected result.
2. Observe the work as it actually happens. If possible, compare at least three people or three executions of the task, including different shifts.
3. Compare your observations with the current instruction. Ask the employee about key points, their reasons and how to respond to deviations.
4. Assess all 25 criteria. Record specific evidence: the document version, an observed activity, a training record or process data.
5. Choose three actions, assign owners and deadlines. Repeat the audit after implementing the changes.

Rating scale for each criterion

- 0** No solution exists, or practice clearly conflicts with the standard.
- 1** A partial solution; it depends on the person, shift or situation.
- 2** The solution is implemented, but confirmed gaps remain in its use.
- 3** The solution works in the sample checked; there is evidence of use and oversight.
- N/A** Not applicable to this process. Record the reason and exclude it from the denominator.

Process / workstation: _____

Plant / department: _____

Date / auditor: _____

Observation sample: _____

The rating supports process diagnosis. It does not replace industry requirements or a workstation safety assessment.

AREA 01 / 05

The standard and its quality

Assess using evidence from the process. Circle one rating; N/A requires a reason.

01. Are the task boundaries, input conditions and expected result defined?

Check where the work starts and how correct completion is recognised.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

02. Does the current standard reflect the actual working method?

Compare the document with your observations. Record specific discrepancies.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

03. Are the major steps, key points and reasons identified?

Check whether the instruction explains what to do, how to do it and why.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

04. Does the standard cover safety and critical quality requirements?

Check safeguards, acceptance criteria and the response to abnormalities. CRITICAL.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

05. Were employees involved in developing and testing the method?

Look for evidence that the standard was tested in the process and that the people doing the work took part.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

AREA 02 / 05

Access and version control

Assess using evidence from the process. Circle one rating; N/A requires a reason.

06. Is the correct standard available where the work is performed?

Ask the employee to find the instruction without the auditor's help.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

07. Can the current version and its owner be identified unambiguously?

Check the date, version number, approval and person responsible.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

08. Have obsolete versions been removed from points of use?

Check paper copies, folders, the system and QR links.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

09. Is the instruction clear and readable for its user?

Assess the language, text size, photographs, sequence and distinction between variants.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

10. Are changes to the standard communicated before they are used?

Check the change record and how the people affected were informed.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

AREA 03 / 05

Training and competence

Assess using evidence from the process. Circle one rating; N/A requires a reason.

11. Does the instructor use a structured method for on-the-job training?

Check preparation of the employee, demonstration of the job, a trial performance and follow-up support.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

12. Can the employee perform the task and explain the key points?

Observe the work. Ask for the reasons behind important instructions.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

13. Was readiness to work independently confirmed through job performance?

Check the authorisation criteria; a signature on a training attendance sheet alone is not evidence of skill.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

14. Does the skills matrix reflect current competence?

Compare the record with your observations and the current version of the task.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

15. Are training and competence assessments updated after a method changes?

Check who was retrained and how the outcome was verified.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

AREA 04 / 05

Application and response to deviations

Assess using evidence from the process. Circle one rating; N/A requires a reason.

16. Do different people perform critical work elements in the agreed way?

Compare the sample observed; distinguish approved variants from unplanned differences.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

17. Do working conditions allow the standard to be followed?

Check tools, materials, data, time, ergonomics and workload.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

18. Does the employee know how to stop work or escalate an abnormality?

Ask for an example and check that support is available. CRITICAL.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

19. Does the leader regularly check the standard at the workplace?

Look for observation of the work, discussion and response to problems, rather than document checks alone.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

20. When a deviation occurs, are its causes investigated in the process?

Check the most recent problem: method, conditions, training and documentation before assigning blame.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

AREA 05 / 05

Results and improvement

Assess using evidence from the process. Circle one rating; N/A requires a reason.

21. Is standardisation linked to a specific business problem?

Identify the goal: errors, onboarding time, flow, safety or service quality.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

22. Do the measures have a definition, a baseline and comparable data?

Check the unit, source, period and rules for collecting data.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

23. Are improvements tested before the current method is changed?

Look for trial results and confirmation of the impact on safety, quality and execution.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

24. Is an approved improvement incorporated into the standard and training?

Trace the most recent improvement: decision, document, implementation and follow-up checks.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

25. Are an effectiveness review and a follow-up audit planned?

Check the date, owner and method for verifying that actions have been closed.

RATING: 0 1 2 3 N/A

Evidence / gap / reason for N/A:

RESULT AND ACTION PLAN

From assessment to improvement

The result reveals gaps in the sample checked. It is not an employee appraisal or certificate.

1. Quality of the standard: _____
2. Access and versions: _____
3. Training and competence: _____
4. Applying the standard: _____
5. Results and improvement: _____

Score [%] = total points / (3 × number of assessed criteria) × 100

With no exclusions, the maximum is 75 points. Subtract N/A criteria from the number of assessed criteria. Example: 54 points / (3 × 23) × 100 = 78.3%.

Total points / criteria / %: _____

Priority: First address gaps in safety, critical quality and the response to deviations, then the causes of the greatest losses. A rating of 0 for criterion 4 or 18 requires urgent analysis, regardless of the overall result.

Action 1 / problem and expected outcome:

Owner: _____ Deadline: _____
Evidence of completion / how the outcome will be checked: _____

Action 2 / problem and expected outcome:

Owner: _____ Deadline: _____
Evidence of completion / how the outcome will be checked: _____

Action 3 / problem and expected outcome:

Owner: _____ Deadline: _____
Evidence of completion / how the outcome will be checked: _____

Follow-up audit date: _____

Resources and examples: leantrix.com/en/standardized-work-toyota/