



Daily Management

Daily Management is a key component of Operations Control and involves monitoring, controlling, and improving performance of operational processes in real-time on a daily basis.

The core principle of Daily Management is PDCA - the Plan-Do-Check-Act cycle for continual improvement. Planning involves identifying problems and opportunities, developing potential solutions, and deciding what to test. The Do phase is testing solutions on a small scale and measuring results. Check is studying those results and assessing if the solution was effective. Act means fully implementing successful solutions.

The key tools utilized in Daily Management are digital and manual dashboards that provide visibility into Key Performance Indicators (KPIs). Dashboards are designed to be monitored frequently throughout the day to track progress on metrics and targets. They highlight where action needs to be taken.

Daily team meetings provide a forum to review the dashboard as a group. Each member provides updates on accomplishments, next steps, and impediments. The dashboard is updated real-time to reflect the current status. Issues raised get documented for follow-up after the meeting.

Other common Daily Management tools include:

- Performance boards to display monthly metrics
- Recognition centers to highlight contributions
- Best practice sharing boards
- Opportunities for improvement boards

Effective Daily Management requires simplicity, actionability, and real-time usage of visual management tools like dashboards. It institutes a short PDCA cycle that surfaces issues quickly and drives continual improvement through iteration. Daily team meetings provide visibility and accountability. The result is the ability to monitor and improve operational processes on an ongoing, real-time basis.