2795 The Standard That Outlives the Shift

Product Fieldbook · https://kb.jeffreysummers.com/docs/2795-the-standard-that-outlives-the-shift-2/

The Demand

This week, identify one product standard that holds only because a specific person — the kitchen manager, you — is physically present to enforce it. That standard lives in a person, not in [Unifying Legacy], and it will degrade the day that person leaves. Ask whether you have been retraining the same standard repeatedly because it is a training problem, or because it never got built into the architecture the team understands. Decide this week what you will build into onboarding, daily reinforcement, or senior-to-junior modeling so the standard survives turnover.

The Work

The standard that currently depends on one specific person being present:

What happens to that standard on the person's day off or during a shift they don't work:

How many times have you personally retrained this same standard in the last year:

Is this a training problem or a design problem — training or design:

Where does the standard currently live — in your head, in a manual, or in the culture the cast passes down:

The one thing you will build into onboarding or daily reinforcement this week so the standard survives without you on the floor: