



## **A Picture's Worth a Thousand Words . . . and Bucks!**

by

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This was the quote from a work team leader at Boeing-Wichita. He was referring to the fact that for years the Weld Shop had problems with a certain part when processing it from one assembly to another. They were unable to figure out how to correct the situation.

When the work teams formed in this area of the plant, the team decided to get a use a digital camera to develop an instructional sheet on how to process the part. Instead of passing on only an engineering print, they built the information around the digital pictures.

The team leaders say that since the digital sheet was distributed in team meetings, there has not been a single bad part.

They're on a roll.

The team makes regular use of the digital camera. One example is the new procedure for bad parts they receive from other departments. Instead of complaining to their boss who complains to other bosses, the team will grab the camera, take a picture, load the picture into PowerPoint, and make notes about the problem.

Then the team emails the PowerPoint file to the supervisor in the area that provided the part with a request to review the situation and see what they could do to correct it. They think the new procedure will get problems corrected quicker and fixes will be permanent. In addition, there is much less complaining, blaming, and CYA taking place.

Empower the team. Give them the knowledge and skills. Give them the tools and the outcome will be positive and significant.

But, great leaders know that, so I'm preaching to the choir.