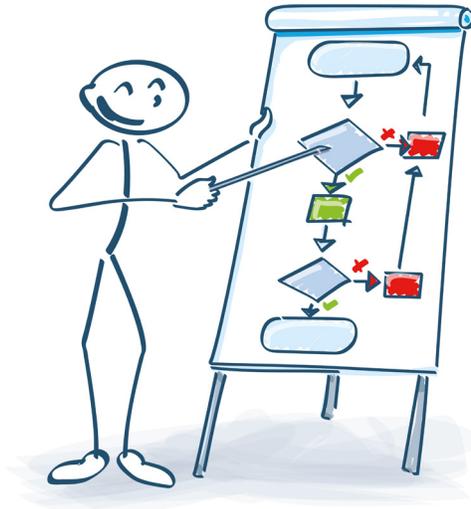


## ONE-POINT LESSON (OPL)



### DEFINITION

- OPL's are simple, visual training tools displayed at point of use, focused on a specific task, to reinforce standard operating procedures (SOP's).
- Written by operators/technicians knowledgeable of the process, OPL's use pictures/images (and as few words as possible), to quickly illustrate and share the right way to perform a task.

### 3 TYPES OF ONE-POINT LESSONS

**Knowledge Transfer** — Used to provide operators/technicians with information to carry out a specific task at point of use

**Safety** — Addresses safety issues for a given task, highlighting potential risks and safety measures to be taken

**Improvement** — Once improvements to a process are made, OPL's document the new standard so that everyone understands and can follow the new procedure(s), i.e., Kaizen event training results.

### APPLICATION OF ONE-POINT LESSONS

OPL's can be applied in a variety of areas. Here's a quick summary of some of the ways they can be used:

#### Equipment / Maintenance

OPL's provide point-of-use reference for operators and maintenance technicians on standard equipment operations, as well as procedures for changeovers, lock and tag out, and standard autonomous maintenance tasks (i.e., cleaning, lubricating, and inspecting).

#### Inspection / Quality

Incorporating OPL's helps simplify inspection (i.e., by visually identifying parts and processes). Applying OPL's also allows for avoidance of, or identification and quick correction of, problems (i.e., defective materials from suppliers), thereby drastically improving quality.

#### Production / Safety

OPL's dramatically improve safety, efficiency, and communication in the workplace by documenting operating protocols, safety practices, changeover routines, PPE regulations, emergency/accident procedures, and recycling processes.

#### Administrative

OPL's can help streamline admin processes by creating standards for naming and filing documents in computer systems, standards for data entry in your CMS, and processes for on-boarding new customers and employees.

# ONE-POINT LESSON (OPL)

## TIPS TO KEEP IN MIND WHEN DESIGNING / IMPLEMENTING OPL'S

Regardless of the application, OPL's follow the same basic criteria. Above all, they should be kept concise and easy to follow. They should:

- only contain a single lesson / instruction, readable in 5-10 minutes
- be written by team members / process owners with knowledge of the operations current SOP
- contain a brief description of the process, and illustrate step-by-step instructions on how to implement
- focus on quick transfer of knowledge, not act as a vehicle for formal training
- fit on 1 (or 2) pages
- be more visual than written (80% / 20%), using pictures, diagrams, etc.
- be posted at point-of-use and kept for future reference (i.e., in a binder, or scanned and stored electronically), as this will be the standard on which the next improvement is built.

## BENEFITS/RESULTS OF IMPLEMENTING OPL'S

OPL's are another simple yet powerful tool, along with 5 Why's and 5S's (see this [WOM](#) for details). When operators and workers have visual instructions and SOP's that are easily accessible, learning and communication become easier and efficiency is improved. OPL's:

1. strengthen operator skills and ability to teach others
2. improve efficiency by eliminating inconsistencies and preventing problems
3. increase teams' performance and morale
4. promote adherence to standards
5. improve quality and right the first time
6. improve safety

## EXAMPLES OF ONE-POINT LESSONS

The simplicity of OPL's allow them to be applied in a variety of ways to enhance learning and transfer of knowledge. Referring to the list below, consider where OPL's may be useful in your day-to-day routines when communicating how to:

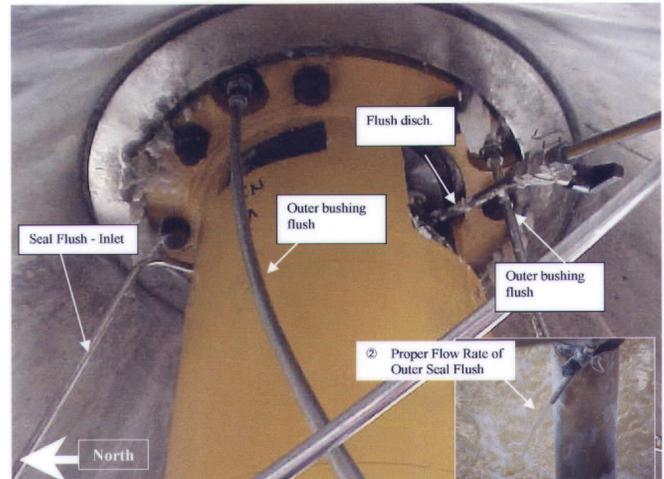
- share "in case of emergency" protocols at home
- indicate tool/equipment safety protocols in garage/basement
- change refrigerator water filters and furnace air filters at home
- administer meds to a family member or pet
- change the oil or replace a tire on your car

ID# 001

### One-Point Lesson

Approved		Team	Y-Bar
Date	6/10/99	Tag	08058
Topic	PC - 2 Agitator Seal	System/Machine	PC-2

Detail



Instructions

1. Maintain NO LESS than 50 PSI Flush Water / Seal Water
2. Hold 30 PSI backpressure on Seal Flush Discharge.
3. Must have constant flush water flow (VERY IMPORTANT!!)
4. Use condensate first and then Pool water second – flush water source.
5. Flow meter range .4 gal/min and above.

C:\IMC-One Point Lesson.doc

# ONE-POINT LESSON (OPL)

## OPL PRESENTATION

For more about how to develop One-Point Lessons, how they are used, and who should be involved in the process, click the link for a presentation by our own TPM guru Ellis New: [The One Point Lesson—A Simple Process with a Big Return.](#)

## OPL—ONE POINT LESSON, NOT TO BE MISTAKEN FOR

Oil Pressure Light. As Marti waited on the shoulder of Rte. 11 for AAA to rescue her, she silently cursed herself for not heeding the vehicle maintenance instructions her husband posted in the garage before leaving on his long-term overseas deployment. After all, he did leave a picture of the car and step-by-step instructions for simple preventive maintenance tasks the vehicle would need. If she'd only paid attention, it would have prevented her current predicament. At that moment, Marti decided that what happens on Rte. 11 stays on Rte. 11...

## INSIGHTFUL QUOTES

*"Learning to see and create visual images must also be recognized as essential to the learning process."*

Bette Fetter, author of, "[Being Visual: Raising a Generation of Innovative Thinkers](#)"

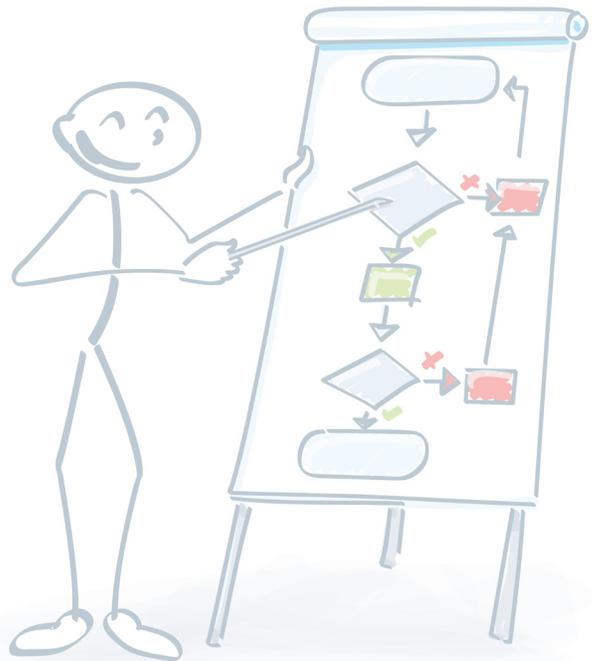
*"OPL's use pictures, drawings, and/or diagrams instead of a lot of words, which is ideal since all adults are visual learners, and a picture is worth hundreds if not thousands of words."*

Ellis New, TPM Guru Senior Management Consultant

## TRUE or FALSE

OPL's are:

1. a method used to facilitate formal training in an organization
2. posted in a general area in the facility for reference as needed
3. more written than visual (80%-20%)



Answers: How did you do? All answers can be found in this WOM. Why not also ask a co-worker, see how they do?

1. OPL's are intended for quick transfer of knowledge, not a vehicle for formal training
2. OPL's are posted at point of use
3. OPL's are more visual than written (80%-20%)