"The Lego Game" as a Tool to Understand what makes a Successful SOP

Julieanne Brandolini
Training Program Manager
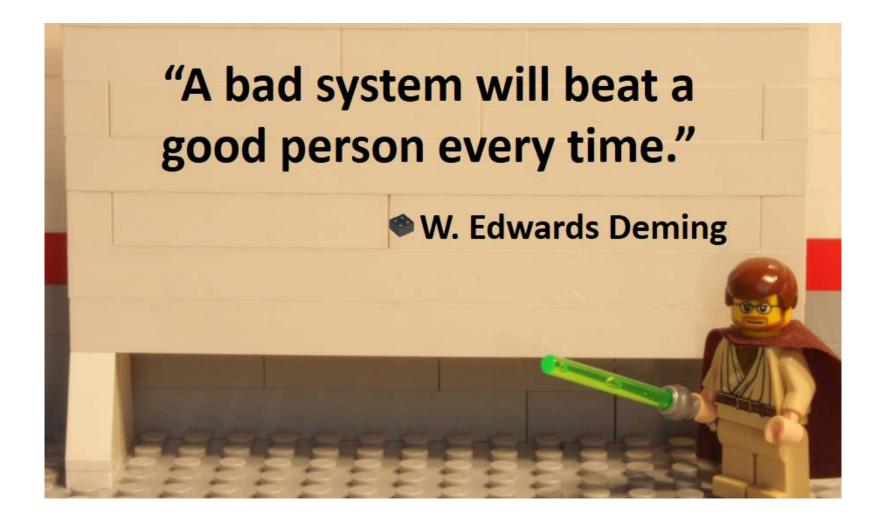
Center for Comparative Medicine
Massachusetts General Hospital
Boston, MA

31st Annual LAMA meeting
New Orleans, LA
April 2015

Key Point

"A bad system will beat a good person every time."

W. Edwards Deming

Roles

4 Builders

-You will create as many LEGO houses as possible, following the SOP on your table

- After completing a house, place it on the House Inspection Place Mat

1 Quality Check Assistant

- Once a house is placed on the designated placemat, raise your hand for the Quality Inspector to review your house

1 Time Keeper

- Note the time the first house completed and how many houses were made at the end of the allotted time

When we say go, you will have 10 minutes to build as many LEGO houses as possible

Ready?

GO!

Discussion

- Have you ever used/seen an SOP like this?

- Were these SOPs easy to use?

- Were there any built in assumptions?

- Was any of the SOP open to interpretation?

- Who do you feel is the audience of these SOPs?

- Can these be used as easy references while doing the work?

- Did your team feel successful?

Round 2: Instructions

With your new SOP, you will have 10 minutes to build as many LEGO houses as possible

Ready?

GO!

Discussion

- Was this SOP easy to use?

- Were there any built in assumptions?

- Who do you feel is the audience of these SOPs?

- Can this be used as easy reference while doing the work?

- Could this SOP be made better?

- Did your team feel successful?