

# Daily Update

## What is it?

The **Daily Update** is a regular 10 to 15 minute team catch-up to track progress, address issues immediately and celebrate successes.

## When to use it?

Use the **Daily Update** when you want to keep track of:

- as a team, how we are performing
- how much time we are spending fire-fighting
- how we are keeping track of and escalating issues
- How we are communicating
- continuous improvement incremental change

The **Daily Update** display board uses prominent **Visual Management**. It is owned by a team and is located in their work area. It can be either a physical board or created as digital display.

### Benefits at a glance....

- the **Daily Update** is owned by the team
- facilitates communication between team members
- enables team members and outsiders to see 'at a glance' team activity and progress
- supports 'little and often' incremental change

**TIP:** A digital display helps makes the information available to those who have visual impairments.

A **Daily Update** covers three main areas as shown in Figure 1 below:

- People
- Performance
- Continuous improvement (CI)



Figure 1: Daily update display board showing People, Performance and Continuous Improvement (CI) related information

**Daily Update** displays, whether digital as shown in Figure 2 (in Microsoft Excel with a front page and tabs for each area) or a physical display board as shown in Figure 3, illustrate the type of information that is briefly reviewed and updated at each meeting and that you might find located under each of the three headings. Examples include:

- a team barometer checking in how people are feeling (**People**)
- action planner with risk levels highlighted using a traffic-light scheme and % achievement of key performance indicators (KPIs) plotted on a graph (**Performance**)



- capturing the 3Cs (concerns, causes and countermeasures) and agreeing actions to deliver improvements (**Continuous Improvement**)

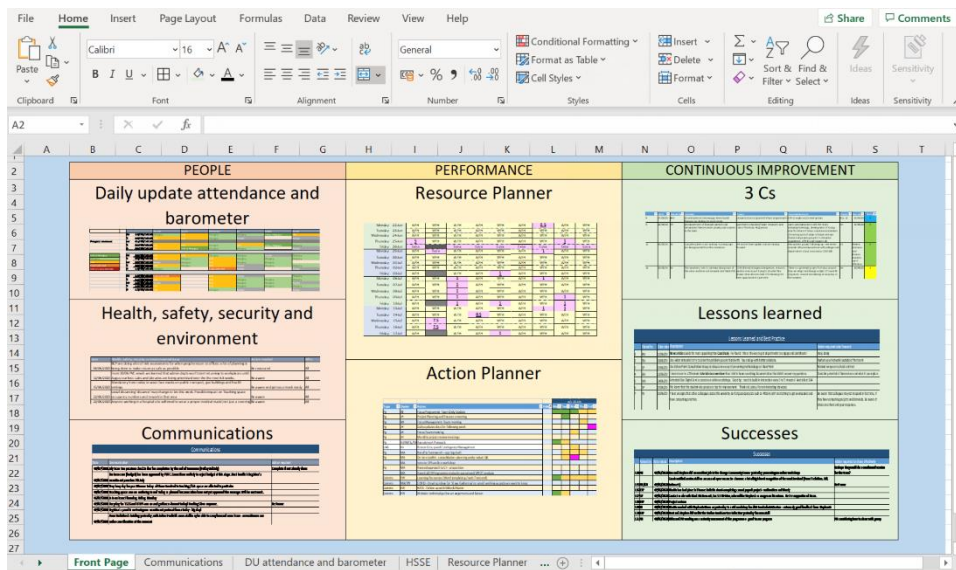


Figure 2: a digital example of a Daily Update display

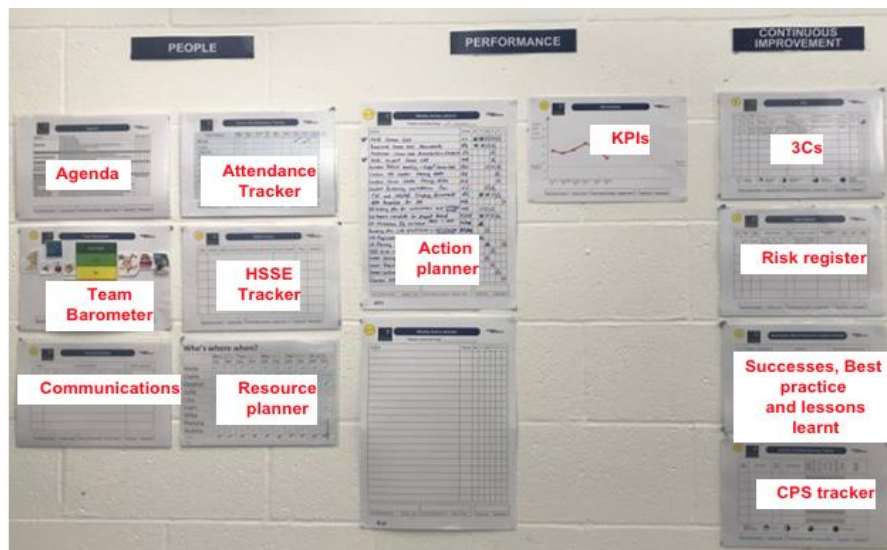


Figure 3: A physical example of a Daily Update display board

## How to use it?

- think about where your **Daily Update** display board (either physically or virtually) should be located and where, when and how often you will hold a **Daily Update** (this will differ depending on your team needs)
- take turns in leading the session – this is for the whole team, not management-led.
- remember to keep it brief – 15 minutes is plenty of time. This isn't the time for detailed discussions.
- review performance highlighting the 3Cs (concerns, causes and countermeasures) and agree actions to deliver improvements
- celebrate successes!