

SOP: Visual Management and Performance Board Updating

This SOP details the procedures for **visual management and performance board updating**, encompassing the timely and accurate display of key performance indicators, progress tracking, team communication, and accountability. It ensures that all visual boards are consistently maintained, updated with current data, and used as effective tools to enhance operational transparency, improve team engagement, and drive performance improvements.

1. Purpose

To ensure consistent, timely, and accurate updating of visual management and performance boards for effective team communication, operational transparency, and continuous performance improvement.

2. Scope

This SOP applies to all teams responsible for maintaining visual management and performance boards in shared workspaces and digital environments.

3. Definitions

Term	Definition
Visual Management Board	A physical or digital board displaying real-time operational data, KPIs, and relevant performance indicators.
KPI	Key Performance Indicator, a measurable value that demonstrates how effectively objectives are achieved.
Performance Board	A visual tool for tracking team progress, issues, and improvement actions.

4. Responsibilities

- **Board Owner:** Ensures board content is current, accessible, and accurate.
- **Team Members:** Provide timely updates/data and review boards regularly.
- **Supervisors/Managers:** Audit boards, facilitate discussions, and drive accountability.

5. Procedure

- Daily Update**
 - Update KPIs and metrics by 9:00 AM each workday.
 - Verify data accuracy using the latest reports/inputs.
 - Capture and note any exceptions or missing data.
- Board Maintenance**
 - Erase outdated or obsolete data before adding new information.
 - Ensure data is clear and readable (use color coding, charts, etc.).
 - Replace used/expired consumables (markers, printed sheets, etc.).
- Team Communication**
 - Review boards during daily huddles or relevant meetings.
 - Invite team members to raise issues and suggest improvements.
- Accountability and Record Keeping**

- Complete and sign the update checklist after each update.
- Log key issues, actions, and highlights in the designated tracking area.

5. Auditing and Continuous Improvement

- Supervisors/managers review boards weekly for compliance and effectiveness.
- Document improvement suggestions and follow up on action items.

6. Records

- Performance board update checklists
- KPI data logs
- Issue and action item logs
- Audit reports

7. Review and Revision

This SOP will be reviewed annually or as required to ensure effectiveness. Revisions must be documented and communicated to all stakeholders.

8. Appendix: Update Checklist Example

Item	Status (Yes/No)	Initials/Date
KPI data updated		
Obsolete data removed		
Board is clean/readable		
Action items logged		