

# SOP UPDATES

Standardization & Optimization Process

December 5, 2014

Hi Everyone,

The purpose of the **Standardization & Optimization Process** is to look for the best way to do things and find ways to implement them at WRH. Sometimes those best practices can be found within, other times we need to look outside the organization for ideas. Next week, the SOP team and priority project leaders are hitting the road to look for inspiration at two very different organizations.

Our trip includes a stop at St. Thomas Elgin General Hospital to learn more about how transformational planning with the help of KM&T led to shorter wait times in the ED. The success on that project was highlighted last year on the CBC's Fifth Estate ([WATCH: Rate My Hospital – April 12, 2013](#)). We'll also stop at the Toyota Assembly plant in Cambridge, Ontario, to learn more about the Toyota Production System, explore best practices and visual management and talk about ways we might apply them at WRH to help improve the patient experience.

Next week we'll update you on some highlights from our trip. If you have anything you think we should look into while we are at either of these facilities or questions you think we should ask, please let us know. As always we can be reached by email at [future@wrh.on.ca](mailto:future@wrh.on.ca).

Have a great weekend,

The SOP and KM&T Team