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COURSE BROCHURE

# Daily Management System and Tiered Huddles Training Course

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# Daily Management System and Tiered Huddles Training Course

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Daily Management System and Tiered Huddles is a 1-week training course for team leaders and operations supervisors who run the shift, the line or the service desk, and it produces a tiered huddle board and escalation standard ready for use on the floor. Organisations now expect problems to surface within hours rather than at month-end, so a disciplined daily routine has become the link between frontline work and strategy. This course is delivered by Jupiter Prime Training.

## Why Daily Management System Matters Now

Three pressures shape daily management today. Customers and internal clients expect same-day recovery when output, quality or service slips. Hybrid and multi-shift working spreads crews across locations, so informal hallway updates no longer carry information upward. Digital boards and live dashboards make hourly figures visible, yet without a routine they become screens nobody acts on. Teams that run daily management well catch deviations early, free managers from firefighting and turn small fixes into lasting standards. Teams that run it badly hold long meetings, escalate everything or nothing, and repeat the same failures. The course draws on Lean daily management, short-interval control SIC and the Plan-Do-Check-Act PDCA cycle.

## Who Gains Most from Daily Management System

- Leaders responsible for opening the shift with a stand-up huddle and setting the day's targets
- Supervisors who track hourly output, backlog or call volume against plan
- Coordinators who balance workload and staffing across a crew or queue
- Section heads who receive escalations from the frontline and decide on support
- Improvement champions who turn recurring issues into standard work

The strongest return comes when leaders from adjacent tiers, such as frontline supervisors and their area manager, attend together and design the escalation path between their huddles.

## Daily Management System Capabilities

Participants learn to run a cadence of short meetings, visible measures and fast escalation that keeps the day under control from the first hour.

- Design a tiered huddle structure with clear timing and attendees — area managers
- Build a visual board that shows safety, quality, delivery and cost at a glance — crews and visitors
- Apply short-interval control to spot hourly gaps and react within the shift — production and service leads
- Specify escalation triggers and response times between tiers — section heads
- Plan daily workload and staffing against demand — coordinators and schedulers

- Test small countermeasures with PDCA and record them as standard work — improvement champions

## Key Daily Management System Terms

- Tiered huddle — a short stand-up meeting held at each level of the organisation in sequence, so issues move upward within hours.
- Short-interval control — checking actual output against plan at fixed intervals during the shift to correct gaps before they grow.
- Visual board — a physical or digital display of the day's targets, actuals, issues and actions that anyone can read quickly.
- Escalation trigger — a pre-agreed condition that obliges a team to pass a problem to the next tier for help.
- Leader standard work — the routine checks, visits and meetings a leader performs every day or week.
- Countermeasure — a quick, testable action taken against the cause of a problem and reviewed for effect.

## Daily Management System Day by Day

## Day 1: The Daily Rhythm of an Operation

- Daily Management Principles — Linking Frontline Routines to Strategy
- Value Stream Snapshot — Where the Day's Work Flows and Stalls
- Safety, Quality, Delivery and Cost Measures — Choosing Daily KPIs
- Leader Standard Work — Defining the Supervisor's Daily Checks
- Shift Handover Routine — What Passes Between Crews

## Day 2: Huddles and Visual Boards

- Tiered Huddle Design — Timing, Attendees and Agenda by Level
- Stand-Up Facilitation — Keeping Meetings Short and Action-Led
- Visual Board Layout — Targets, Actuals and Open Actions
- Digital Versus Physical Boards — Choosing the Right Display
- Action Log Discipline — Owners, Due Dates and Follow-Up

## Day 3: Workload and Short-Interval Control

- Daily Workload Planning — Matching Staffing to Demand
- Short-Interval Control Sheets — Hourly Plan Versus Actual
- Backlog and Queue Monitoring — Service and Office Examples
- Line Balancing Basics — Moving People to the Constraint
- Deviation Response Rules — When to Act Within the Shift

## Day 4: Escalation and Routine Improvement

- Escalation Triggers and Paths — Who Helps and How Fast
- Plan-Do-Check-Act Cycle — Testing Small Countermeasures
- Five Whys and Simple Cause Mapping — Getting Past Symptoms
- Gemba Walks — Leaders Seeing Problems Where They Occur
- Standard Work Updates — Locking In What Worked

## Day 5: Practising the Tiered Huddle Board and Escalation Standard

- Huddle Simulation — Applying Agenda and Facilitation Techniques
- Short-Interval Control Exercise — Applying Hourly Deviation Rules
- Escalation Role-Play — Applying Triggers Across Two Tiers
- Daily Management Audit Checklist — Sustaining the Routine
- Tiered Huddle Board and Escalation Standard — Final Version

## Applying Daily Management System After the Course

- Launch a ten-minute first-tier huddle at a fixed time with a board showing daily KPIs and an action log, and review attendance after two weeks.
- Agree escalation triggers with the next tier and track how many issues pass upward and how fast they close.

## Daily Management System Questions FAQ

### What is a Daily Management System and why does it matter now?

A Daily Management System is a set of short huddles, visual boards and escalation rules that keeps daily work on plan. It matters now because operations run faster and across more shifts, so problems must surface within hours.

### Which roles gain most from Daily Management System and tiered huddles training?

Team leaders, shift supervisors, coordinators and section heads gain most. They run or receive the daily huddles and decide what to fix locally and what to escalate.

### How does Daily Management System training differ from a general supervisory skills course?

It focuses on the routine itself rather than on personal supervisory behaviour. A supervisory skills course covers coaching and discipline, while this course builds huddle cadence, boards, short-interval control and escalation paths.

### What do you bring back from Daily Management System training?

You bring back a ready huddle board design and an escalation standard for your area, plus a short-interval control sheet and an audit checklist to keep the routine alive.

## Daily Management System: The Way Forward

The tiered huddle board and escalation standard first informs which measures a crew reviews each morning and when a problem moves to the next tier. Supervisors run it daily and area managers use it to see patterns across crews. After its first month, revisit the escalation triggers, because the right threshold often becomes clear only once real issues have travelled the path.