ShopCare

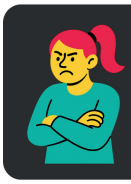
SPIN and 4Ds cards

Learning Teams Inc

Fold line

Learn from work, use the 4D's.™

When doing this work, what do you find .....



Dumb
What doesn't make sense or feels frustrating?

Dangerous
What is risky or feels unsafe?

Difficult
What makes it difficult or demanding?

Different
What is changing or surprising?

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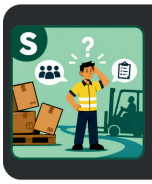
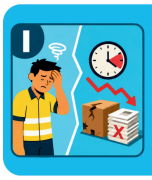
Advocate for BetterWork™, use the SPIN method.



Situation
What is happening in the work?

Problem
Use the 4Ds to see the problem?



Impact
On people, safety, quality, production and operations?

Need
What needs to change to make work better?

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