



TEAM **LEADER** TOOLS

Team Scoreboard



Team Scoreboard

Overview

What and Why

The team scoreboard is a tool that enables a team to visually see how well they are doing on a daily basis. It can also be used to organize team information regarding scheduling, training, problem solving, and communication. Team scoreboards may vary in their configuration and placement depending on the needs and objectives of a given team.

Teams and team members need to know how well they are doing. They need to know, real-time, whether they are “winning” or “losing” so that they can adjust accordingly.

How

The following key actions can help you lead your team to understand, design, implement, and use a team scoreboard.

1. Help your team learn and embrace the Team Scoreboard idea and how it can be applied to your team.
2. Guide your team in a discussion on how to design a scoreboard specifically for your team.
3. Help your team build and implement the scoreboard.
4. Lead your team in using the scoreboard on a daily basis.



Team Scoreboard

Design Principles

YOUR TEAM SCOREBOARD SHOULD BE:

1. **VISUAL**
It should visually display and communicate the team's priority goals and progress in meeting those goals. It should be 80% pictures and graphs and 20% words.
2. **ACCESSIBLE**
Ideally, team members should be able to see the scoreboard from where they work everyday. The scoreboard should be the focal backdrop for the team meetings.
3. **RELEVANT**
The scoreboard should show measurable progress on the goals that matter most to the team.
4. **CURRENT**
The information on the scoreboard should be up-to-date and real-time.
5. **SIMPLE**
The information should be narrowed down to the top 3 to 5 most important measures for the team. The idea is to create focus.
6. **OWNED BY TEAM**
This scoreboard is a team success tool. It is for the team, not for management. The team should take ownership for results that are posted and how they are posted.

TEAM SCOREBOARD CHECKLIST

1. Does our team know whether it is currently *winning* or *losing*?
2. Does our team have an adequate system to keep score?
3. Does our scoreboard communicate the team's top priority goals?
4. Does our scoreboard display relevant and current information on how well the team is doing to meet those goals?
5. Does our scoreboard inform the team of important updates or issues that need to be addressed?
6. Does the scoreboard help to keep the team focused, motivated, and committed to team success?
7. Does the scoreboard help the team coordinate work schedules?
8. Does the scoreboard help facilitate team collaboration, problem solving, and project planning?
9. Does the scoreboard help coordinate team training plans and schedules.



Team Scoreboard

Example

Scoreboard Production Team - Shifts A, B, and C

Production Scoreboard

Change requires leadership. Leadership is a choice. Choose to lead.

	SAFETY		QUALITY		SERVICE		COST		PEOPLE	
	Near Misses Audit Score Recordables		Seconds Good/Total		Good Squares Downtime % Line Speed		Raw Mtrl Yield % Project \$ Saved		Present Points Ideas Submitted Employee Rating	
Shift A	< 5 25 < 1	3 28 0	< 10 88%	11 90%	90% 5% 10	93% 7% 9	92% \$250K	93% \$150	100 5 8.5	110 6 8.7
Shift B	< 5 25 < 1	6 23 2	< 10 88%	7 91%	90% 5% 9	89% 6% 7	92% \$250K	87% \$65	100 5 8.5	97 5 8.5
Shift C	< 5 25 < 1	2 29 0	< 10 88%	10 89%	90% 5% 8	92% 4% 8	92% \$250K	94% \$210	100 5 8.5	105 5 8.4
Total	< 15 25 < 3	11 26.67 2	< 30 88%	28 90%	90% 5% 9	91% 0.06 24	92% \$750K	91% \$425	300 15 8.5	312 16 8.53

Actions			
Action Item	Who	Date	

Issues	

Themes	

Training	



Team Scoreboard

Discussion Worksheet

TEAM SCOREBOARD DISCUSSION

Use this worksheet as a template for holding a team discussion on the value of a team scoreboard, how to design one, how to implement one, and how to use one on a daily basis.

TEAM DISCUSSION

Here are a few questions to consider when discussing team scoreboards:

- What is a scoreboard?
- How can the team scoreboard idea be useful to our team?
- How can we best apply the scoreboard principles:
 - Visual
 - Accessible
 - Relevant
 - Current
 - Simple
 - Owned by the team
- How should we configure the scoreboard?
- How can we best build and implement the scoreboard?
- How will we use the scoreboard on a daily basis?
- How will we update and maintain the scoreboard?

TEAM NOTES

Notes

Ideas and Inspiration
