

# Checklist

## Volume 2



### Roles and Responsibilities of the Everyday Manager

<b>1. Supervising my work team and applying the management framework</b>	
1.1	I inform my staff about the organization's mission, vision, values and management's expectations. <input type="checkbox"/>
1.2	I inform my employees about my department's objectives. <input type="checkbox"/>
1.3	I participate in various committee meetings. <input type="checkbox"/>
1.4	I inform my staff about the organization's various projects. <input type="checkbox"/>
1.5	I plan my work and consider the priorities of other departments. <input type="checkbox"/>
1.6	I ensure the effective start and continuity of my department's operations by conveying information that is relevant to the following shift, if applicable. <input type="checkbox"/>
1.7	I define P Q R S objectives for my team and I plan and organize staff accordingly. <input type="checkbox"/>
1.8	I make and validate changes to work schedules, if applicable. <input type="checkbox"/>
1.9	I enforce attendance and punctuality at work (breaks, meals, and shift start and end). <input type="checkbox"/>
1.10	I authorize leave, overtime and vacations according to employee and organizational needs, based on internal policies. <input type="checkbox"/>
1.11	I explain changes and priorities to my staff to maintain motivation and ensure increased operational efficiency. <input type="checkbox"/>
1.12	I am present with my staff on a daily basis. <input type="checkbox"/>
1.13	I inform my immediate superior of any problems that may impede the proper functioning of day-to-day operations. <input type="checkbox"/>
1.14	I make sure that all equipment is compliant, safe and productive. <input type="checkbox"/>

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<b>1. Supervising my work team and applying the management framework (cont.)</b>
1.15 I often determine which staff members are independent individuals, conformists and rebels. <input type="checkbox"/>
1.16 I carry out my operational tasks diligently and efficiently: reports, emails, mail, returning phone calls. <input type="checkbox"/>
<b>2. Solving operational problems at the source and continuously improving operations</b>
2.1 I listen to suggestions from my staff for continuous improvement. <input type="checkbox"/>
2.2 I educate my staff in order to reduce waste: errors, damage and oversights. <input type="checkbox"/>
2.3 I manage my staff's resistance to change. <input type="checkbox"/>
2.4 I encourage my staff to solve operational problems at the source. <input type="checkbox"/>
2.5 I resolve complaints concerning my department and notify my superior, if necessary. <input type="checkbox"/>
2.6 I suggest possible improvements to optimize the efficiency of staff, equipment and procedures. <input type="checkbox"/>
2.7 I suggest improvements to my staff's work methods and procedures. <input type="checkbox"/>
2.8 I halt and adjust operations if there are non-conformities and determine potential causes and suggest solutions. <input type="checkbox"/>

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<b>3. Productivity - P -</b>	
3.1	I strictly apply, validate and update my department's performance indicators. <input type="checkbox"/>
3.2	I analyze the performance indicator results with my staff. <input type="checkbox"/>
3.3	I make corrections and adjustments accordingly in order to meet organizational objectives. <input type="checkbox"/>

  

<b>4. Quality - Q -</b>	
4.1	I look into complaints and properly inform staff about any deviations from quality standards or any non-conformities. <input type="checkbox"/>
4.2	I strictly apply, validate and update my department's quality standards. <input type="checkbox"/>
4.3	I make corrections and adjustments accordingly in order to meet organizational objectives. <input type="checkbox"/>
4.4	I strictly apply my department's orderliness and cleanliness standards. <input type="checkbox"/>

  

<b>5. Relations, behavior and attitude at work - R -</b>	
5.1	I respectfully interact with others at all levels of the organization. <input type="checkbox"/>

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5.2	My behavior is a role model for my employees so that they work with respect, discipline and rigor.	<input type="checkbox"/>
5.3	I foster a good work environment in the organization.	<input type="checkbox"/>
<b>5.</b>	<b>Relations, behavior and attitude at work - R -</b>	<b>(cont.)</b>
5.4	I reflect on my management style and make needed improvements.	<input type="checkbox"/>
5.5	I encourage my employees to work in teams and with other departments.	<input type="checkbox"/>
5.6	I manage conflict on my work team.	<input type="checkbox"/>
5.7	I fairly and consistently enforce the organization's general regulations.	<input type="checkbox"/>

<b>6.</b>	<b>Occupational health and safety - S -</b>	
6.1	I understand, apply and enforce health and safety regulations.	<input type="checkbox"/>
6.2	I determine the cause of accidents and document facts.	<input type="checkbox"/>
6.3	I supervise the implementation of OHS measures and I inform employees.	<input type="checkbox"/>
6.4	I ensure that all equipment is safe.	<input type="checkbox"/>
6.5	I halt operations if there is risk of accident and I determine potential causes and suggest solutions.	<input type="checkbox"/>