



# Standard Operating Procedure

## *Daily Activity Log Sheet*

### **Background:**

Today's business world, and life in general, is fast-paced, with a multitude of information coming at people constantly throughout the business day. Regardless of an individual's position within the organization, most people have far more to do than time permits, which makes time management and the ability to prioritize key tasks an essential part of achieving acceptable levels of work performance.

One position in the organizational structure where this is particularly evident is with Frontline Leaders. Those who fill Frontline Leadership roles are frequently overwhelmed with requests from others, who have a need for their time, but are not necessarily as high on the Leader's priority list, as on that of the individual making the request.

This situation, if not carefully managed, can lead to a multitude of issues, and conflict between individuals, departments, and site locations, and a high probability of key important issues not being addressed with the level of priority they should be.

### **Daily Activity Log Sheets:**

The daily activity log sheet was developed to aid individuals who are experiencing difficulty meeting the various demands on their time. The purpose of this tool is to identify the various tasks being worked on during the work day, and in highlighting some of the major items that consume the most time. The tool is to identify what the typical day looks like, from a time management perspective, in order to determine the root cause of why the time management challenges are occurring.

From the data gathered with the daily activity log sheets, an analysis is possible to identify changes that can benefit both the individual, and the organization. Some potential outcomes could be:

- The identification of activities that are consuming time, but have been prioritized incorrectly, leaving higher priority items unaddressed

- The determination of overall workload levels for the individual utilizing the tool, leading to the ability to realign job descriptions or job responsibilities for a more equal distribution of work
- The identification of gaps in time management skills, which may be addressed with training or the introduction of specific prioritization tools

*(these are examples of potential outcomes, but is not intended to be an exhaustive list)*

### **Standard Operating Procedure:**

1. Each log sheet covers one work day
2. The sheet is not intended to cover every small detail of what the person encounters during the day, but the main activities worked on
3. The individual fills out their name and date in the header of the sheet
4. In the pre-shift section, enter a bullet list of the activities completed getting ready for the shift to start. It is important to identify the total time required for pre-shift activities
5. For each hourly time period, list in bullet form the various activities worked on. For those considered to significant (from a time perspective), indicate in brackets the time dedicated to that particular activity
6. At the end of the day, fill in the post-shift section, entering a bullet list of the activities completed as part of the shift end. As in the pre-shift above, identify the total time required for post-shift activities

### **Outcomes:**

The purpose of the Daily Activity Log Sheet is data collection. The collection of the data, however, is of little use without some analysis, and follow up steps to improve time management capabilities.

Once sufficient data has been collected, the individual and their direct supervisor should sit down, and discuss potential areas of improvement, and what is required to realize these improvements. From this meeting, an action plan register can be documented, to determine the various outcome activities required, who is responsible to complete them, and when they are required to be completed.

These final activities from the Action Plan Register should result in the desired performance improvement, but regular follow-up will be required to ensure that the desired improvements are both realized and sustained over the long-term.

