



## CQE Training & Consultancy Plt (Reg No. : LLP 0003668 LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

Operating Office : No. 85A (1<sup>st</sup>. Floor), Jalan Barrack, 34000 Taiping, Perak. Malaysia.

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# GEMBA KAIZEN CONTINUOUS IMPROVEMENT (PUBLIC / IN-HOUSE TRAINING PROGRAMME)

**KAI=Change**  
**ZEN=Good**  
**KAIZEN**  
(Continual Improvement)

**SBL Scheme**

## Introduction

**K**aizen is the practice of continuous improvement. Kaizen was originally introduced to the West by Masaaki Imai in his book *Kaizen: The Key to Japan's Competitive Success* in 1986. Today Kaizen is recognized worldwide as an important pillar of an organization's long-term competitive strategy. Kaizen is continuous improvement that is based on certain guiding principles such as good processes bring good results, go see for yourself to grasp the current situation, speak with data, manage by facts, take action to contain and correct root causes of problems, work as a team, kaizen is everybody's business and much more!

**O**ne of the most notable features of kaizen is that big results come from many small changes accumulated over time. However this has been misunderstood to mean that kaizen equals small changes. In fact, kaizen means everyone involved in making improvements. While the majority of changes may be small, the greatest impact may be kaizen that are led by senior management as transformational projects, or by cross-functional teams as kaizen events.

**I**n summary the essence of Kaizen is simple and straightforward: Kaizen means improvement, moreover it means ongoing improvement involving everyone, from top management, middle management, supervisors to workers. The Kaizen philosophy assumes that our way of life – be it our working life, our social life, or our home life – deserves to be constantly improved.

## Learning Outcomes/Objectives

**Also available as  
in-house programme**

**T**his course is specifically developed to provide participants in the manufacturing and servicing industries the philosophy and concepts of Kaizen and Gemba Kaizen. Participants will gain knowledge of the basic fundamentals House of Gemba and its system and approaches. At the end of this programme, participants will be able to :-



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- Identify specific Kaizen Concepts, Values, and Management Systems,
- Clearly differentiate the Process Oriented and Result Oriented Management,
- Distinguish differences between Improvement in East and West – Kaizen versus Innovation,
- Why Gemba Kaizen is critical and vital important in organization processes – QCD,
- Understanding the 8 deadly wastages – Muda, including Mura and Muri
- Clear understanding of the Foundation of The House of Gemba
- Inculcate the culture of Kaizen mind-set, strategic plan to implement Gemba Kaizen in organization.

### Program Contents

#### Session #1 – An Introduction To Kaizen

- Major Kaizen Concepts
- Major Kaizen Systems

#### Session #2 - Gemba Kaizen

- Gemba and Management
- The House of Gemba
- Standardization
- The 5S of Good Housekeeping
- Muda Elimination
- The Golden Rules of Gemba Management
- Application of Golden Rules

#### Session #3 - How To Manage Quality, Cost and Delivery in Gemba

- Quality : More than Just a Result
- Quality Management in Gemba
- Cost Reduction in Gemba
- Delivery

#### Session #4 - Standards

- Maintain and Improve Standards
- Operational Standards
- Key Features of Standards
- Toyota Machine Works
- The Kaizen Story
- Kaizen / ISO9001 / TQC





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### Session #5 - The 5S of Good Housekeeping

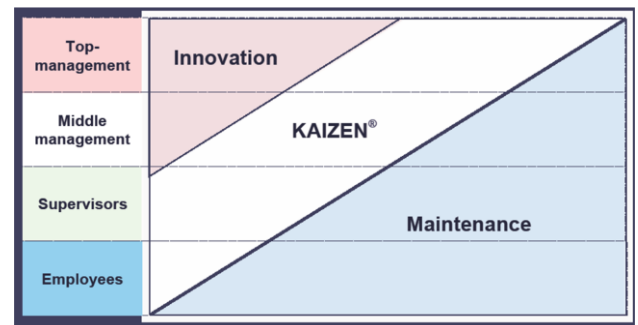
- Good Housekeeping in Five Steps
- Seiri, Seiton, Seiso, Seiketsu, Shitsuke
- 5S Implementation

### Session #6 - Wastages Elimination - MUDA

- Muda of Overproduction
- Muda of Inventory
- Muda of Repair / Rejects
- Muda of Motion
- Muda of Processing
- Muda of Waiting
- Muda of Transport
- Muda of Time
- Muda, Mura, Muri

### Session #7 – The Foundation of House of Gemba

- A Learning Enterprise / Organization
- Suggestion Systems and Quality Circles
- Building Self-Discipline



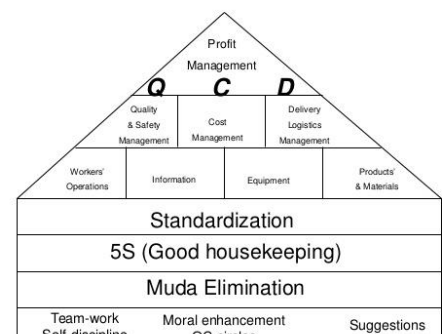
### Session #8 – Visual Management

- Making Problems Visible
- Staying in Touch in Reality
- Visual Management in the Five M's
- Visual Management in the Five S's
- Posting Standards
- Setting Targets

### Session #9 – Supervisors and Managers Roles and Responsibility

- Managing Inputs, Process and Outputs
- Base-line Quality Assurance
- Defining Challenges
- Clear roles and responsibilities communication
- Staff Development

### House of Gemba Management





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- Solving Problems
- Initiate Improvements

### Who should attend

**M**anagers, Engineers, Executives, Quality Practitioners and any member of an organisation who is from Process, Research and Development, Quality and Production will find this course relevant and beneficial to their job function.

### Methodology

**T**he program would be conducted by using the following materials / aids :-

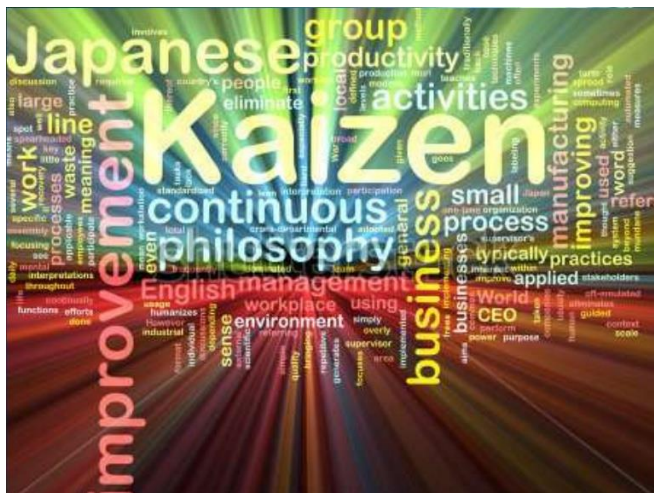
- Course Notes
- OHP / LCD
- Video Showing
- Lecturettes

### Duration

2 days

### Participants

**M**ax ~25 pax (please bring along scientific calculator, computer facilities installed with Minitab and MS Excel software)







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