

KAIZEN – CONTINUOUS IMPROVEMENT

Key focus

1. Understand the philosophy and concepts of the Kaizen methodology.
2. Acquire the necessary skills to identify the activities that do not add value.
3. Acquire an understanding of the various Kaizen tools to either eliminate or modify the business activities so that the organization can improve efficiency and productivity.

Who will benefit

This course is designed for Operational Leaders, Value Stream Managers, Financial/Purchasing Managers, Trainers/Human Resources, Quality Managers, engineering and Continuous Improvement Leaders.

Take The Next Step

Day one

1. What is Kaizen?

Model of production activities
Kaizen verses innovation
The Kaizen umbrella
The Kaizen Challenge

0900-1030

Morning tea break

1030-1045

2. What causes Defects?

The 7 common inefficiencies in work place
10 types of human errors
Types of defects
Causes of defects

1045-1300

Lunch

1300-1400

3. Simple Tools of Kaizen

5 Step Kaizen Movement – 5S
The 5 W's and 1H
Kaizen Problem Solving Tools
Quality Control Circles

1400-1530

Afternoon tea break

1530-1545

4. Basic principles of Kaizen

Kaizen is people development
What is OCC and its uses
DAMIC – Problem Solving Approach

1545-1700

Take The Next Step

Day two

5. Kaizen – Improving Staff Productivity

Factors affecting labor productivity
Work method analysis
Flow diagram and process chart

0900-1030

Morning tea break

1030-1045

6. Problem Solving Cycle

Case Study – Shortening Customer’s Telephone Waiting Time
Team Project – Reducing Waste in Workplace

1045-1300

Lunch

1300-1400

7. Kaizen –Suggestion Schemes

Advantages of suggestion schemes
Implementing a suggestion scheme
Motivating employees to participate

1400-1530

Afternoon tea break

1530-1545

8. Deployment of Kaizen

5 Key Steps in Policy Deployment
Cross-functional management at Toyota
The Quality, Cost and Delivery Wheel

1545-1700

Take The Next Step