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ABDEL FATTAH EL-SISI
PRESIDENT OF THE ARAB REPUBLIC OF EGYPT

KAIZEN Methodology in Education continuous Improvement

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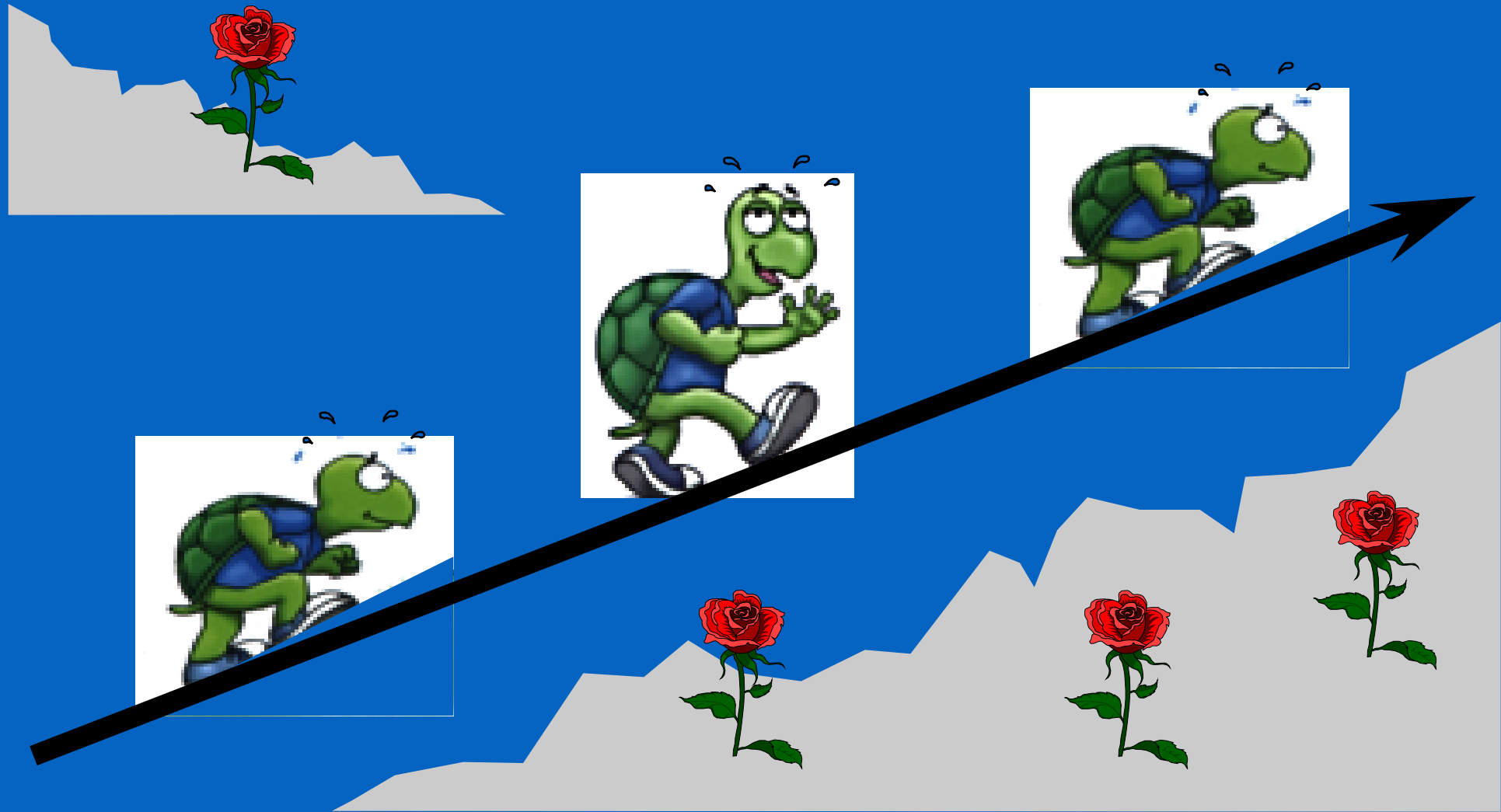
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KAIZEN

INCREMENTAL BUT CONTINUOUS PROGRESS




KAIZEN

It has two elements:

- **Improvement / for better**
- **Ongoing / Continuity**



KAIZEN

- **KAIZEN means improvement. Moreover it means continuing improvement in personnel life, home life, social life and working place.**
 - **When applied to the workplace KAIZEN means continuing improvement involving everyone – managers and workers alike.**
- 

ELEMENTS OF KAIZEN

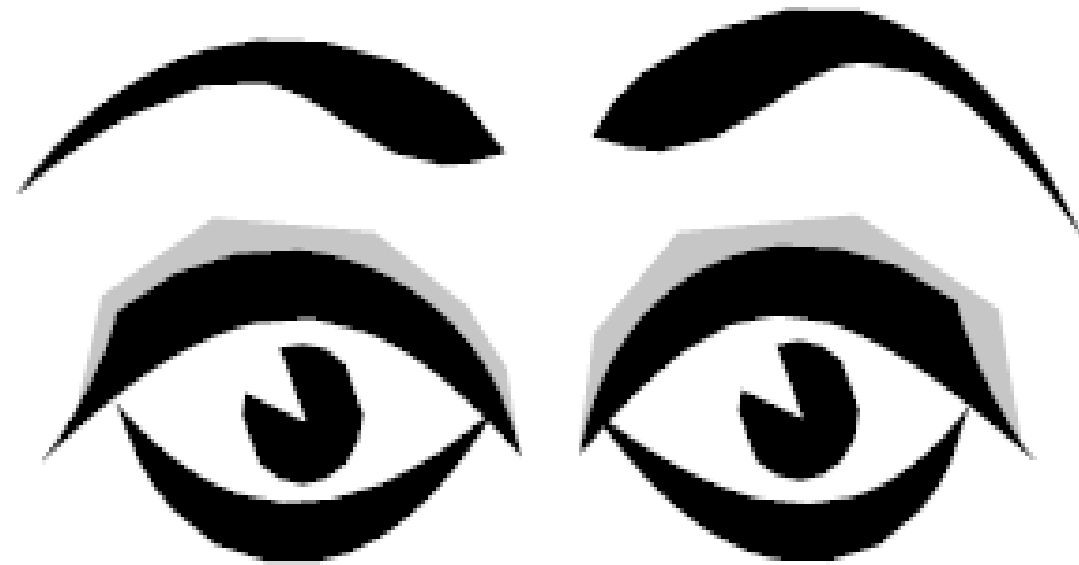
- **Appreciate the process, not the result (Always appreciate “human effort”);**
- **Encourage ‘Team Work’ for problem solving and decision making (WIT);**
- **Go search for the problem. Do not let it come to you;**
- **Identify and eliminate waste;**
- **Deliver best service possible. Make the workers aware of productivity and quality; and**
- **Clean, orderly and safe working environment.**



- **Anything that doesn't add value;
changing form fit or function**
- **Anything that doesn't help meet
customer requirements**
- **Anything our customers would not
be willing to pay us to do**

GEMBA KAIZEN

“Go and See.....”



- **Gemba**

A Japanese word meaning “real place” – now adapted in management terminology to mean the “workplace” – or that place where value is added. In manufacturing, it usually refers to the shop floor.

- **Gembutsu**

The tangible objects found at gemba such as work pieces, rejects, jigs and tools and machines

MUDA

The Japanese word meaning “waste” which, when applied to management of the workplace, refers to a wide range of non-value –adding activities.

Seven deadly wastes

1. **Overproduction:** Blood draws done early to accommodate lab
2. **Transportation:** Moving patients to tests
3. **Excessive Processing:** Asking patient the same information multiple times
4. **Waiting:** Inpatients waiting in ED, MDs waiting for test results.
5. **Inventories:** Dictation waiting for transcription
6. **Movement:** Looking for missing charts or equipment
7. **Defects:** medication errors

MURA (Irregularity)

- Whenever a smooth flow of work is interrupted in an operator's work, the flow of parts and machines, or the production schedule, there is *mura*.

MURI (Strenuous work)

- Muri means strenuous condition for worker and machines as well as for the work processes

New wastes in KAIZEN

- ▶ Waste of Human Potential;
- ▶ Inappropriate System;
- ▶ Electricity and Water;
- ▶ Wasted Material;
- ▶ Service and Office equipments;
- ▶ Cost of Time; and
- ▶ Defecting Customers

Reasons Why KAIZEN

- Lower Cost;
- Immediate Results;
- Less Waiting;
- Energize Employees;
- Improve Productivity; and
- Creativity and Innovation

BENEFITS

- ✖ Process Improvement;
- ✖ Short Time;
- ✖ Zero / Less Defect;
- ✖ Human Resource Development; and
- ✖ Profits and Sharing.

Golden Rules of *Gemba* management

- When a problem (abnormality) arises go to gemba first;
- Check the gembutsu (relevant objects);
- Take temporary countermeasures on the spot;
- Find the root cause; and
- Standardize to prevent recurrence.

Ten basic rules for practicing *kaizen* in *gemba*

- Discard conventional rigid thinking about production / service;
- Think *how to do it*, and not why it cannot be done;
- Do not make excuses. Start by questioning current practices;
- Do not seek perfection. Do it right away even if for only 50% of target;
- Correct mistakes at once;

Benefits of Kaizen

For Organization

- Eliminates hidden costs
- Service to customer will be highest quality, lowest cost and shortest time possible
- Major changes quickly and minimum loss of production time

For You

- Can work with ease and comfort by reducing delay and wasted motion
- You think what you do and contribute ideas
- Work as a team

THANK YOU



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