

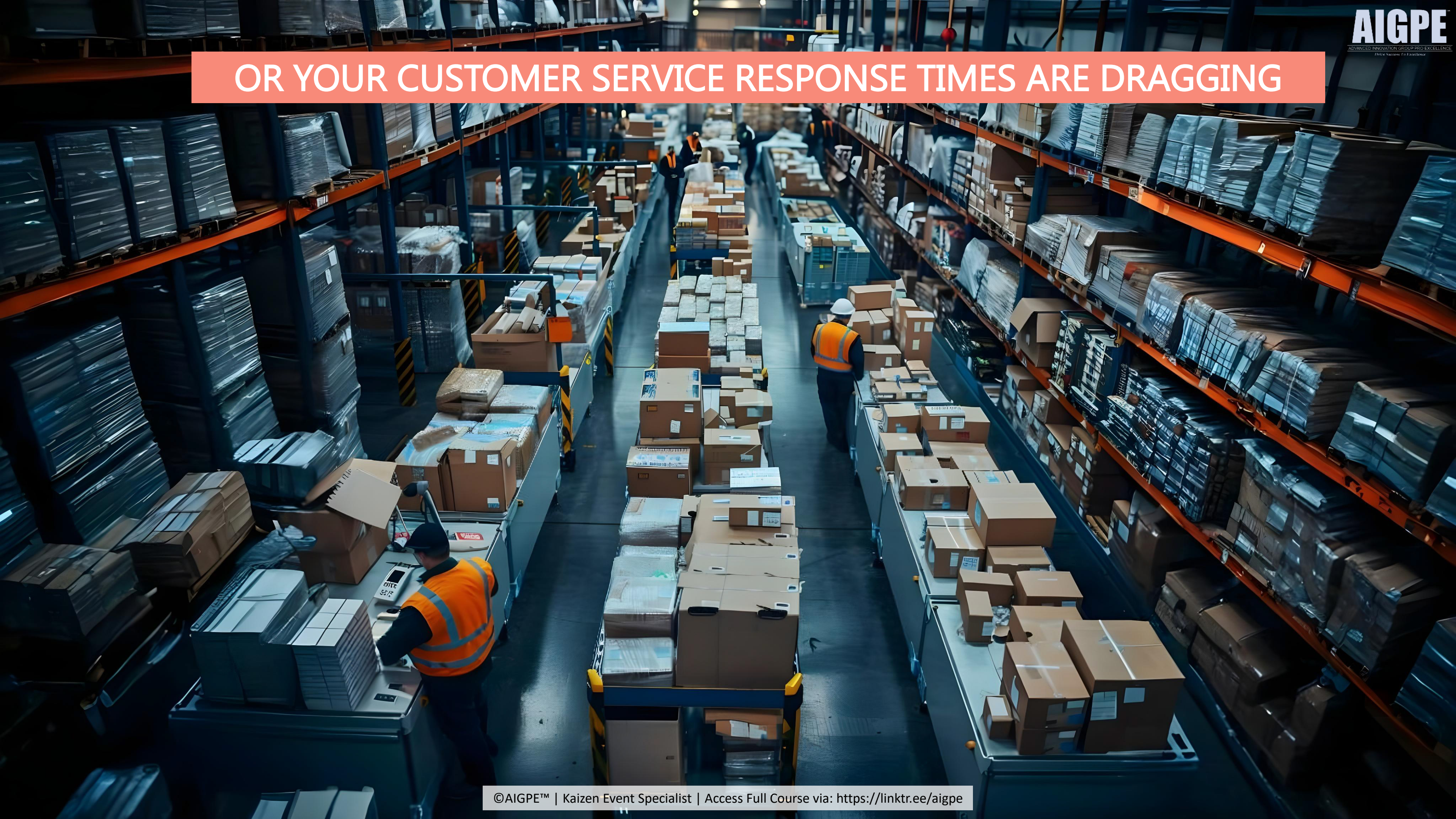
LECTURE:

THE KAIZEN EVENT PROCESS – A SNAPSHOT

SECTION: INTRODUCTION TO KAIZEN EVENT



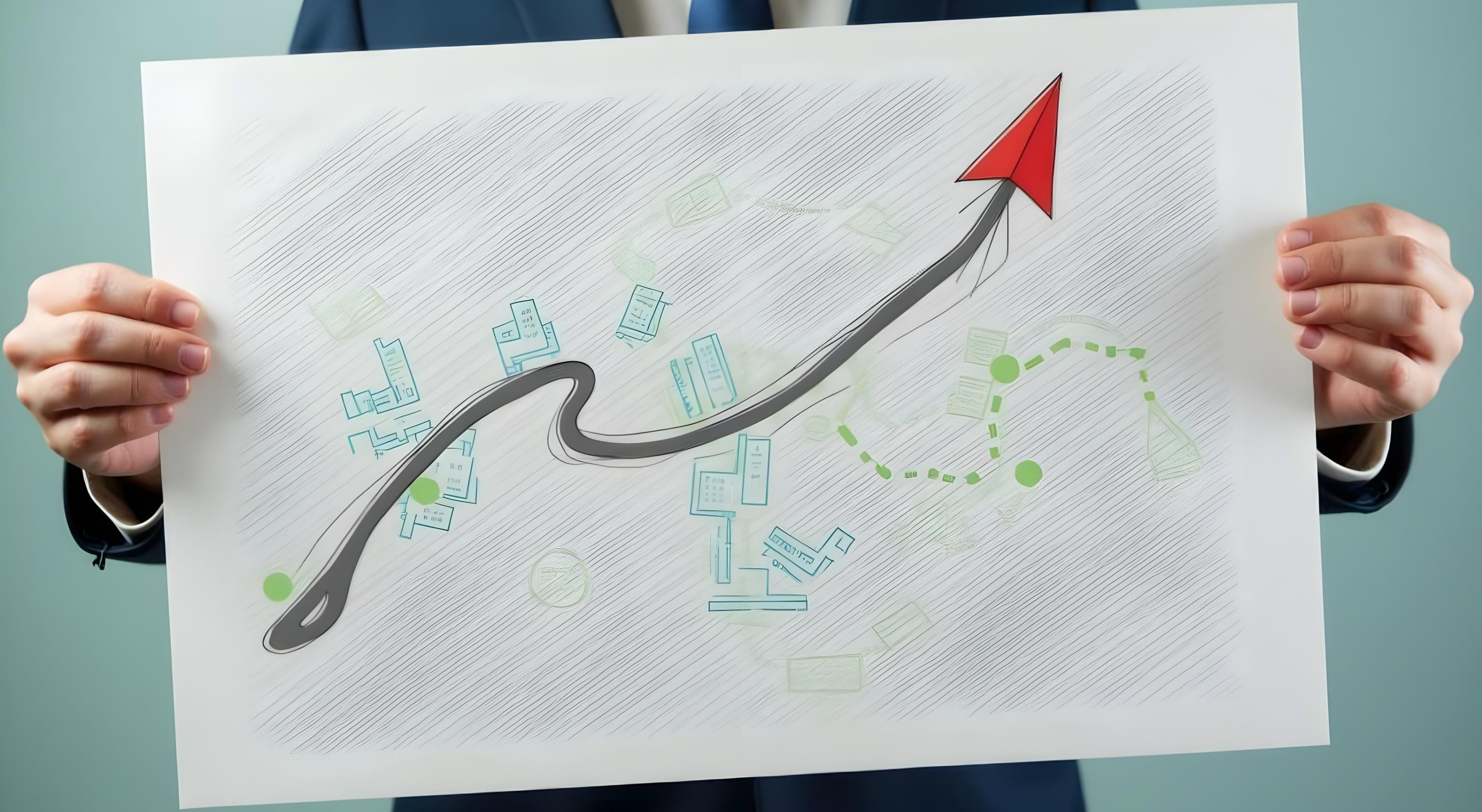
OR YOUR CUSTOMER SERVICE RESPONSE TIMES ARE DRAGGING





BUT WHERE DO YOU EVEN BEGIN?

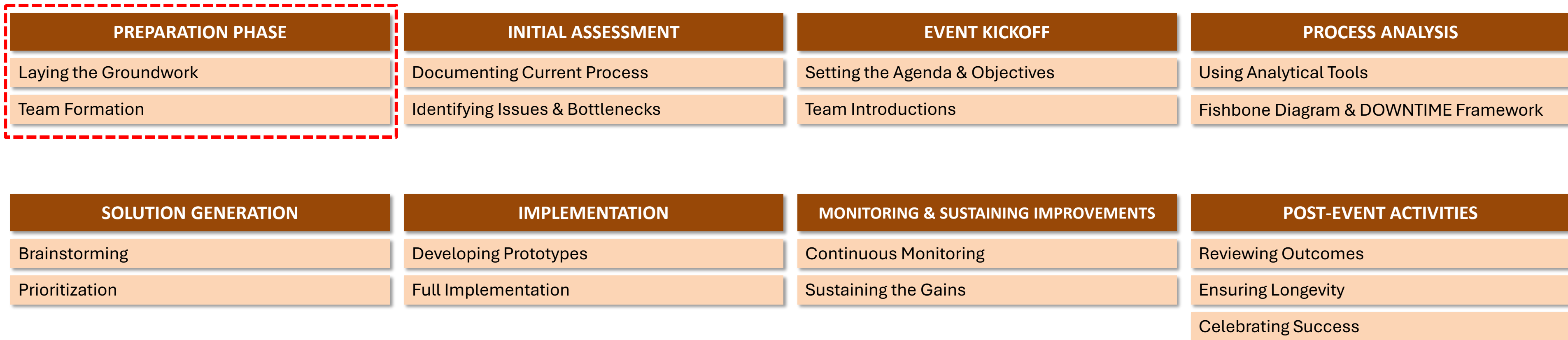
IT'S LIKE YOUR ROADMAP TO IMPROVEMENT



YOU'LL KNOW EXACTLY WHAT TO DO WHEN YOU STEP UP!

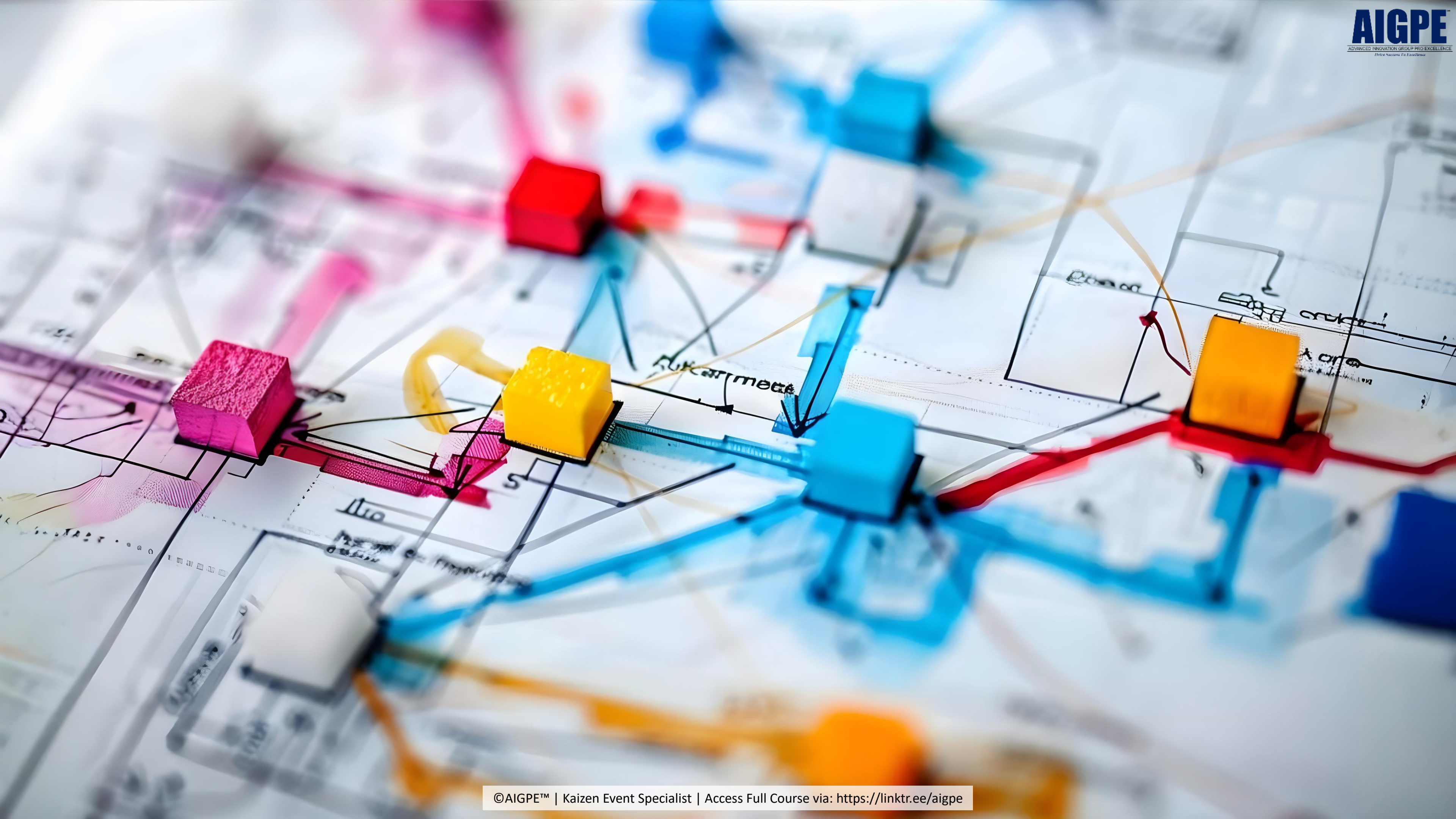


THE KAIZEN EVENT PROCESS – A SNAPSHOT



GOALS







KEY PLAYERS

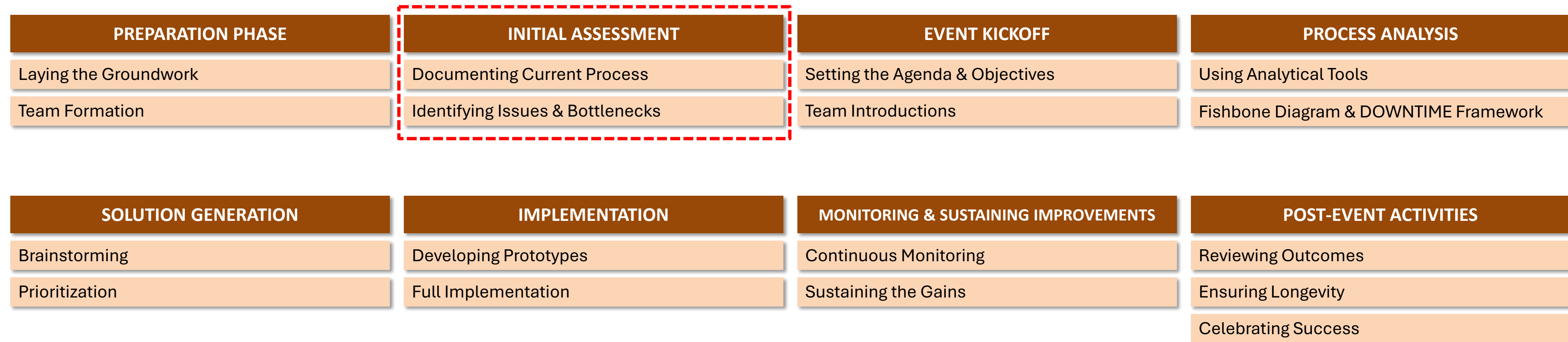
PROCESS
OWNER

FACILITATOR



ENSURE EVERYONE IS ALIGNED AND
READY TO MOVE

THE KAIZEN EVENT PROCESS – A SNAPSHOT



UNCOVER THOSE BOTTLENECKS
AT A HIGH LEVEL



THE KAIZEN EVENT PROCESS – A SNAPSHOT

PREPARATION PHASE

Laying the Groundwork

Team Formation

INITIAL ASSESSMENT

Documenting Current Process

Identifying Issues & Bottlenecks

EVENT KICKOFF

Setting the Agenda & Objectives

Team Introductions

PROCESS ANALYSIS

Using Analytical Tools

Fishbone Diagram & DOWNTIME Framework

SOLUTION GENERATION

Brainstorming

Prioritization

IMPLEMENTATION

Developing Prototypes

Full Implementation

MONITORING & SUSTAINING IMPROVEMENTS

Continuous Monitoring

Sustaining the Gains

POST-EVENT ACTIVITIES

Reviewing Outcomes

Ensuring Longevity

Celebrating Success



GET EVERYONE ON THE SAME PAGE

TEAM INTRODUCTIONS? THEY'RE NOT JUST A FORMALITY



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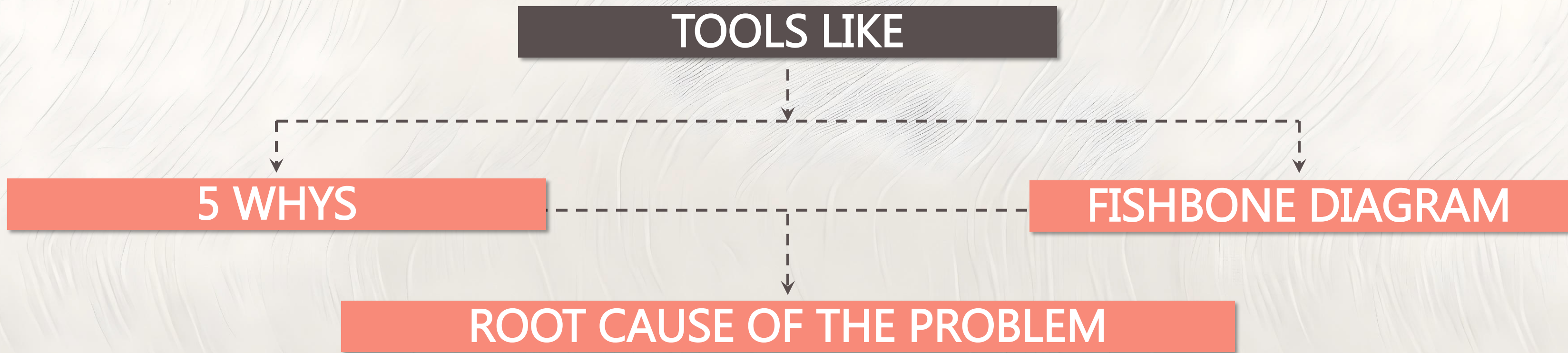
Sustaining the Gains

POST-EVENT ACTIVITIES

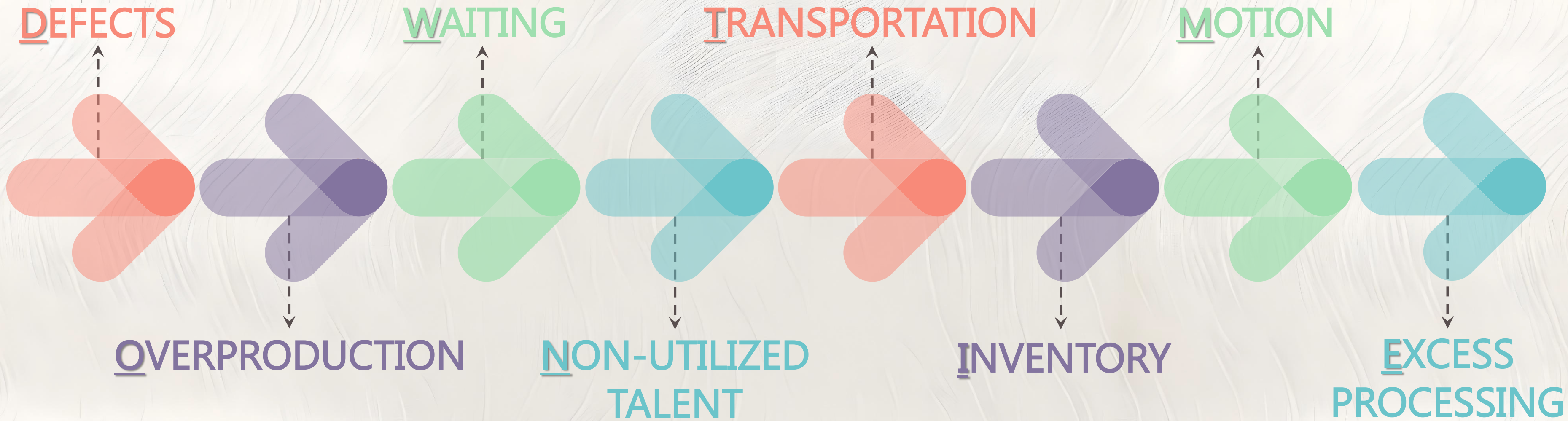
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THE DOWNTIME FRAMEWORK



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MIND MAPPING OR SCAMPER



BUT HERE'S THE TRICK: NOT ALL IDEAS WILL MAKE THE CUT

IDEAS



MULTI VOTING

EFFORT-IMPACT MATRIX



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AND GATHERING FEEDBACK
TO TWEAK THINGS BEFORE
FULLY IMPLEMENTING



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TRACK PROGRESS, CONDUCT REGULAR AUDITS, AND DEVELOP A SUSTAINABILITY PLAN



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IT'S FUEL FOR FUTURE IMPROVEMENTS



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CAN YOU TURN THIS KNOWLEDGE INTO ACTION?



AINGPETM

ADVANCED INNOVATION GROUP PRO EXCELLENCE

Drive Success To Excellence