

## **4. KAIZEN**

### ***Meaning***

Kaizen simply means continuous improvement involving everybody in the organisation.

### **Key words**

1. Improvement
2. Continuous

Kaizen assumes that everything can be improved on a continuous basis.

Kaizen concentrates on “process” rather than results to achieve continuous improvement.

### **KAIZEN MIND IS A POSITIVE MIND**

1. EXISTING OPERATION ALWAYS HAS A LOT OF ROOM FOR IMPROVEMENT.
2. THE EXISTING FACILITIES AND METHODS CAN ALWAYS BE IMPROVED BY SPENDING SOME EFFORTS.
3. THE ACCUMULATION OF SMALL IMPROVEMENTS MAKES A BIG DIFFERENCE.

### **OVERALL AIM OF KAIZEN**

The overall aim of Kaizen is continually improve everything in the business by encouraging everybody to take responsibility for the process.

### **KEY PRINCIPLES**

- Improve industrial relations
- Place emphasis on the training & education of work force
- Develop individuals as informal leaders
- Establish small teams/activities
- Provide support and recognition of all contributions towards continuous improvement.
- Empowerment is founded upon each employee.
  - Understanding what needs to be done
  - Knowing how to do it or who to turn for help
  - Feeling motivated to do it.
- Making efforts to create an environment where employees can exploit their own potential and improve their quality of life.
- Develop supervisory levels in communication skills and personal involvement in programme activities.

### **PROCEDURE FOR INTRODUCING KAIZEN**

Step 1: Analyse which improvement needs to be made.

Step 2: Plan which improvement to work on

Step 3: Carry out the improvement action

Step 4: Check the results

Step 5: Standardise to ensure sustained improvement