

KAIZEN MANAGEMENT

Introduction:

A literal translation of the Japanese word “Kaizen” is Continuous Change for the better. Kaizen is the strategy for making continuous improvements in all business areas.

Kaizen is a system that involves every employee in the organisation participates in making improvement in quality in all business areas. These continual improvements add up to major benefits. They result in improved productivity, improved quality, better safety, faster delivery, lower costs, and greater customer satisfaction. On top of these benefits to the company, employees working in Kaizen-based companies generally find work to be easier and more enjoyable—resulting in higher employee moral and job satisfaction, and lower turn-over.

Benefits of Kaizen:

- Reduces waste in areas such as inventory, waiting times, transportation, worker motion, employee skills, over production, excess quality and in processes.
- Improves space utilization, product quality, use of capital, communications, production capacity, employee retention, customer satisfaction and profits.
- Employee involvement -fulfills one of the Maslows hierarchal needs under belongingness
- Provides immediate results.

Course Objectives:

Participants will understand the Kaizen Management System. They will be able to lay the groundwork for a successful change process in a decisive manner through diagnostics, strategy development and implementation planning. They will learn the methods and measures to successfully implement and further improve change processes throughout the entire company.

Course Contents:

1. Introduction and overview of Kaizen
2. Need of Kaizen
3. Benefit of Implementing Kaizen

4. The Kaizen Concept - MINDSET of Continuous Improvement
5. Kaizen tools and techniques
6. DMAIC model
7. Products and processes
8. Kaizen Implementation Plan
9. Management role & responsibility
10. Difficulties in Implementing Kaizen
11. Management commitment for Kaizen
12. Way forward -launching Kaizen
13. Review systems
14. Case studies & Exercises

Who Should Attend:

This course is designed for all technical, administrative and management-level staff who need to better understand and practice the principles and methods of Kaizen.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

2 days (14 hours)

Course Fee:

\$450 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)