

Basic Concepts of 5S-KAIZEN-TQM Approach

KAIZEN Training of Trainers
2015

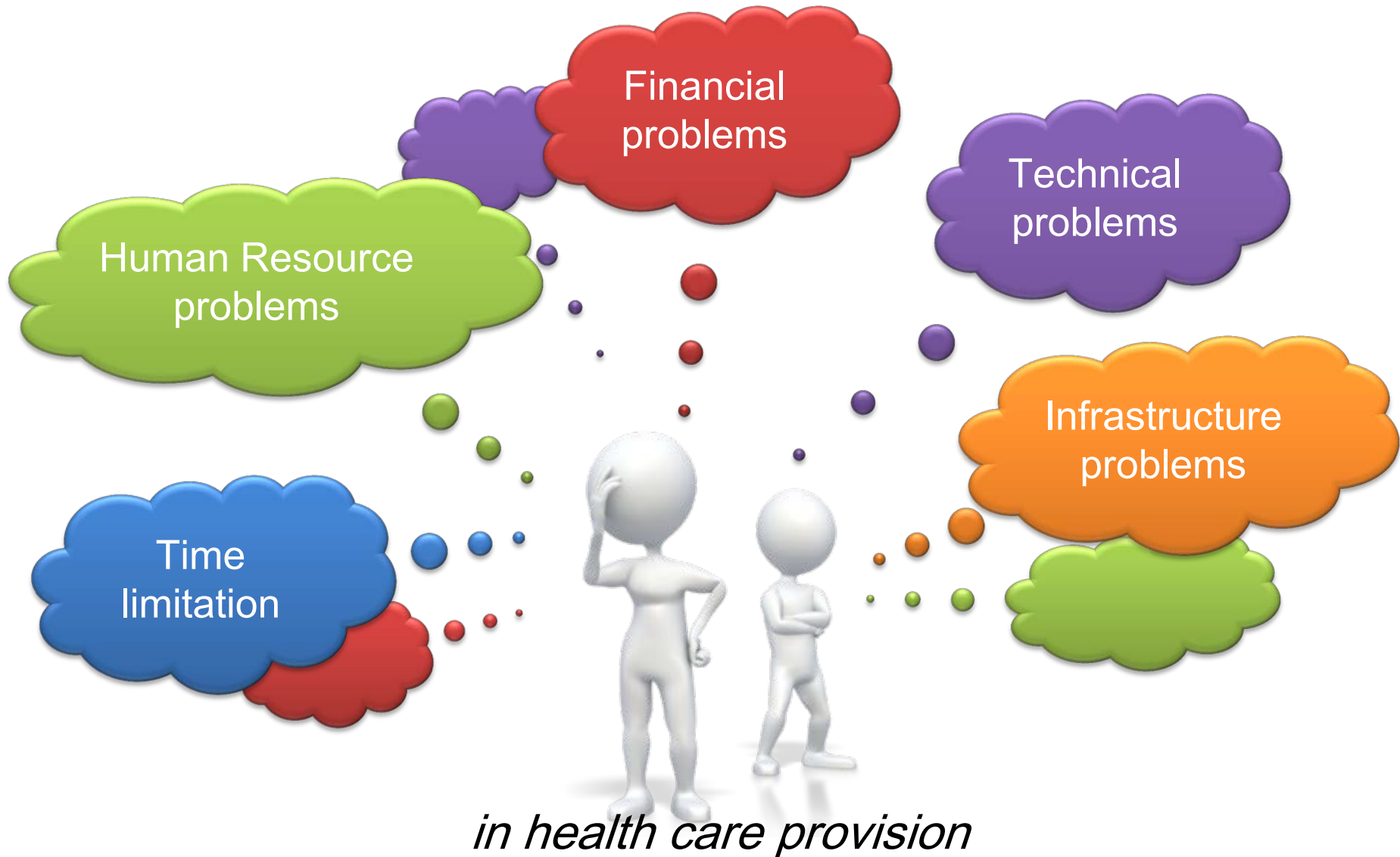


Objectives of the session

At the end of the session, trainees are able to:

- 1) Understand basic concepts of 5S-KAIZEN-TQM Approach
- 2) Understand what is high quality of health care services
- 3) Understand targets of 5S and KAIZEN activities
- 4) Understand benefits of 5S and KAIZEN activities

Introduction: “Lots of problems”



If you are facing problems, ...

Think inside the box and give up?



Waiting “resources” from somewhere.

OR

Work together and do something?



Work with “ ” for improvement.

Are you
positive thinker or
negative thinker?



Even if we are a positive thinker,
we still need “**tools**” to make our ideas realistic



The tool is **5S-KAIZEN-TQM Approach**

5S-KAIZEN-TQM Approach

Stepwise approach for better management & quality of health care

Highly Reliable Organization

TQM

Maximum use of the capacity of the entire organization

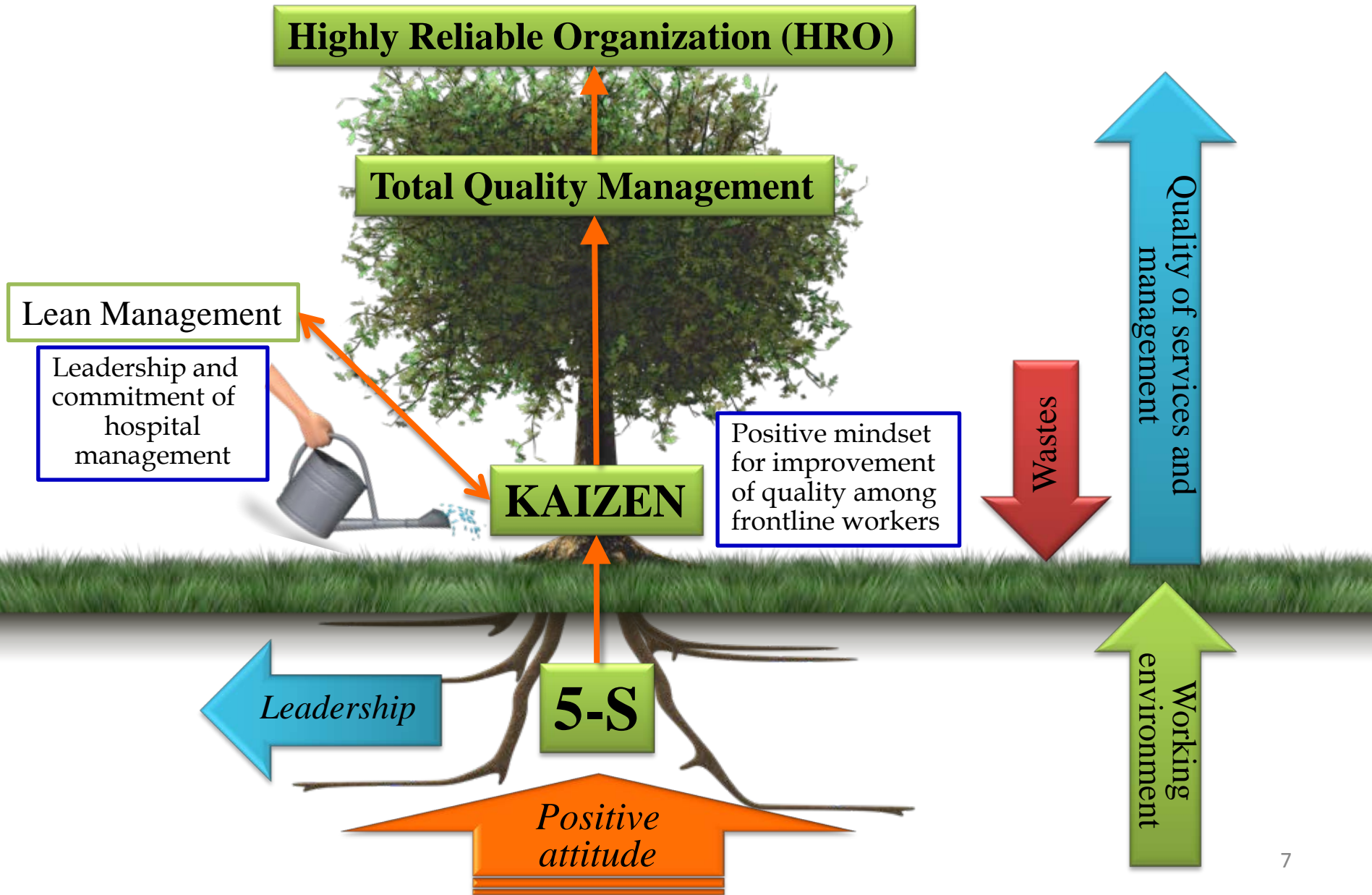
KAIZEN

Participatory problem solving process

5S

Working environment improvement

Conceptual framework “5S-KAIZEN-TQM Tree”

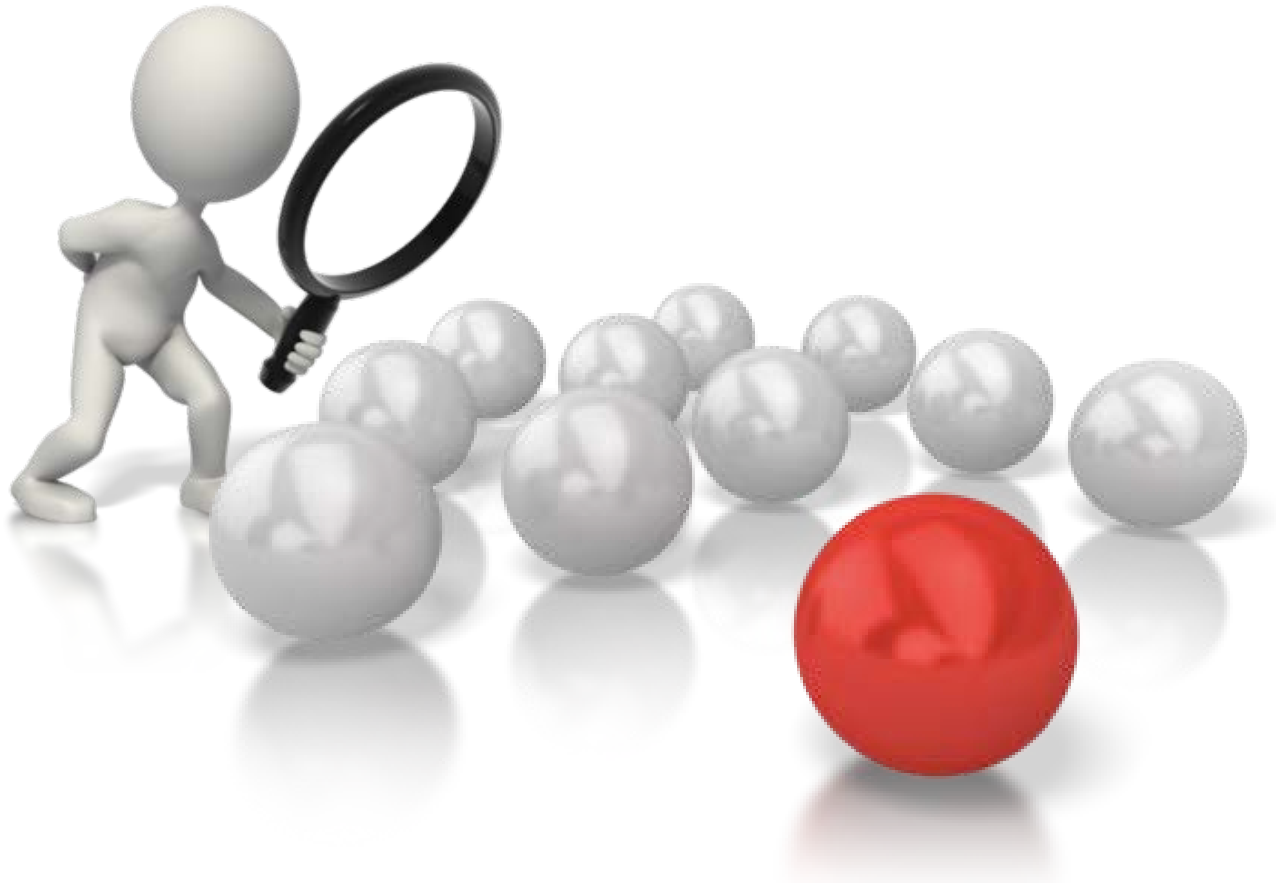


What is 5S ?

- 5S is a philosophy and a way of organizing and managing the workspace and work flow with the intent to improve efficiency by eliminating waste, improving flow and reducing process unreasonableness
- **Working Environment Improvement (WEI)**

What 5S can do? (Benefit of 5S)

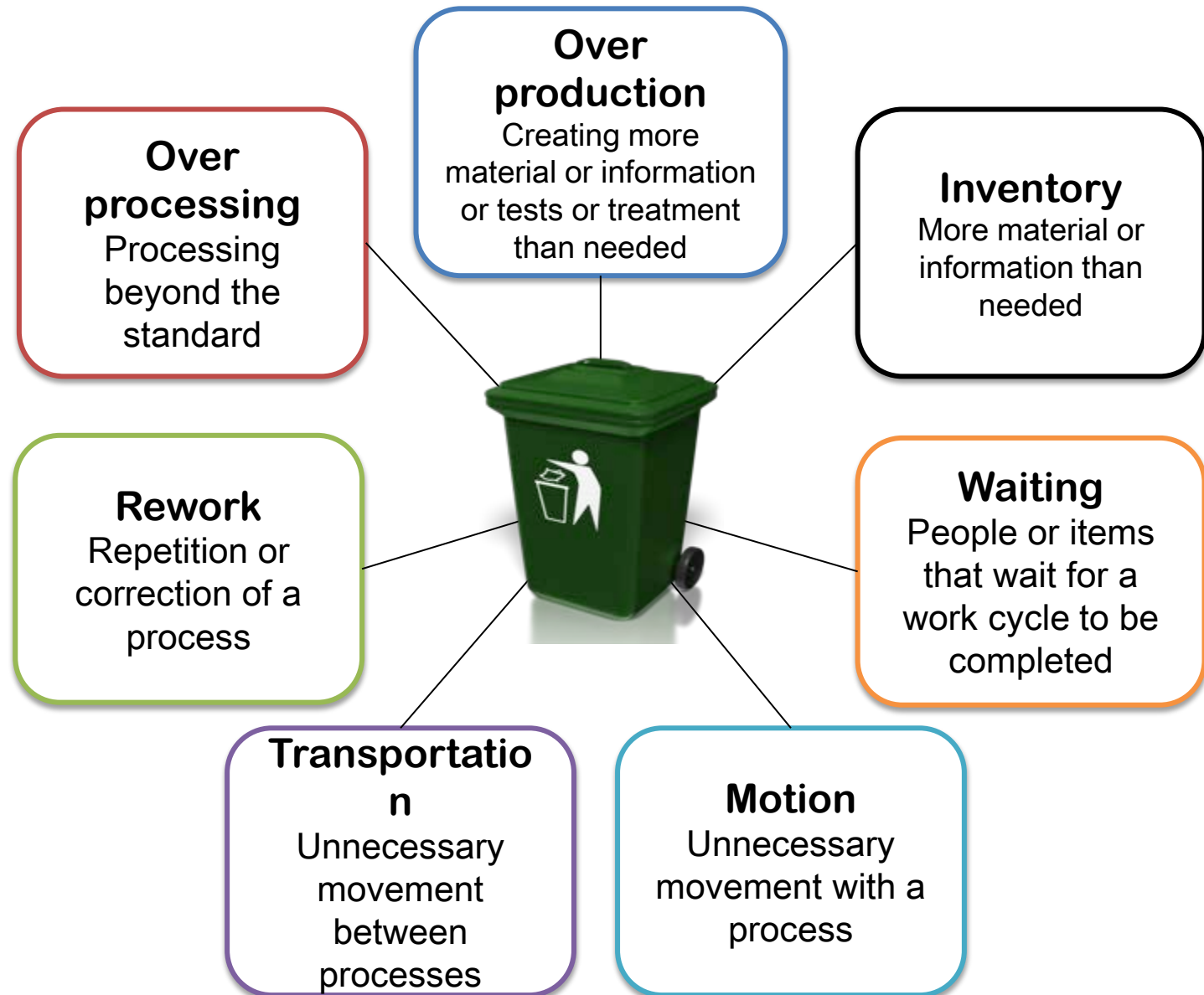
Identify **Abnormalities**



Identify **wastes**, and reduce the **wastes**



7 types of wastes in work place



Promote everyone's participation



Improve **safety**



Improve productivities



Target of 5S

Targets of 5S include:



- ✓ **Zero** changeovers leading to product/ service diversification
- ✓ **Zero** defects leading to higher quality
- ✓ **Zero** waste leading to lower cost
- ✓ **Zero** delays leading to on time delivery
- ✓ **Zero** injuries promoting safety
- ✓ **Zero** breakdowns bringing better maintenance

What is KAIZEN ?

- KAIZEN is a problem solving process with existing resources
- KAIZEN can help a hospital to create “continuous quality improvement culture” to meet in/external clients’ satisfaction and expectation
- Make things better step by step; KAIZEN Steps
- Target is “your work”

What KAIZEN can do?

Find root causes of problems and solutions



Improve all kinds of hospital management



Improve quality of services



Strengthen Team work



What is TQM ?

- **Total Quality Management (TQM)** is a multi-disciplinary and participatory processes with continuity by all categories of staff for realizing high quality services
- TQM process, (consisting of 5S and KAIZEN), should be a part of institutional managerial framework for seeking high productivity and quality of services

What TQM can do?

Improves quality of the final products or services



Increase customer satisfaction



SATISFACTION

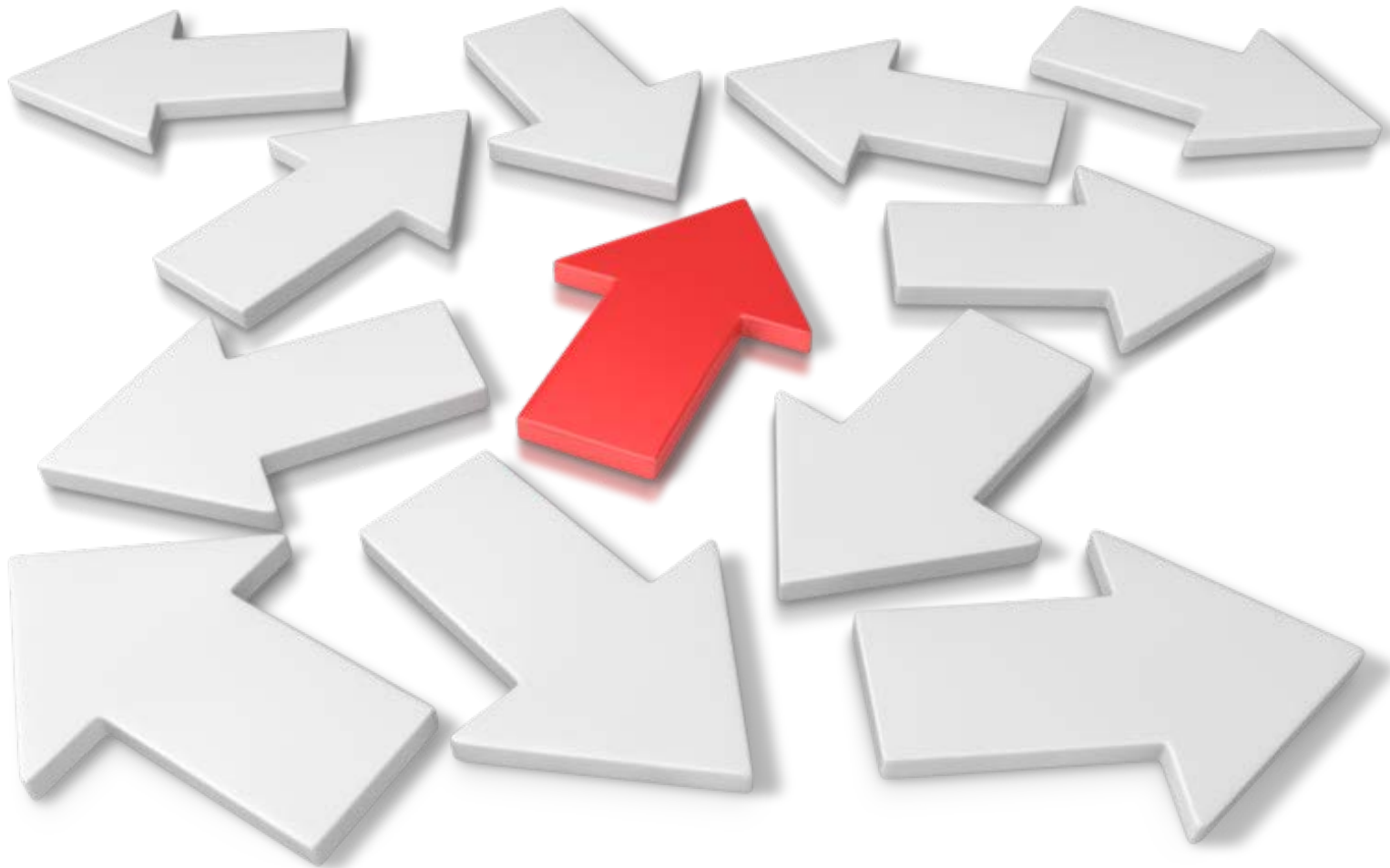
External customer

Internal customer

Visible growth of organization



Making **right decision** for quality improvement



Reduction of **costs**

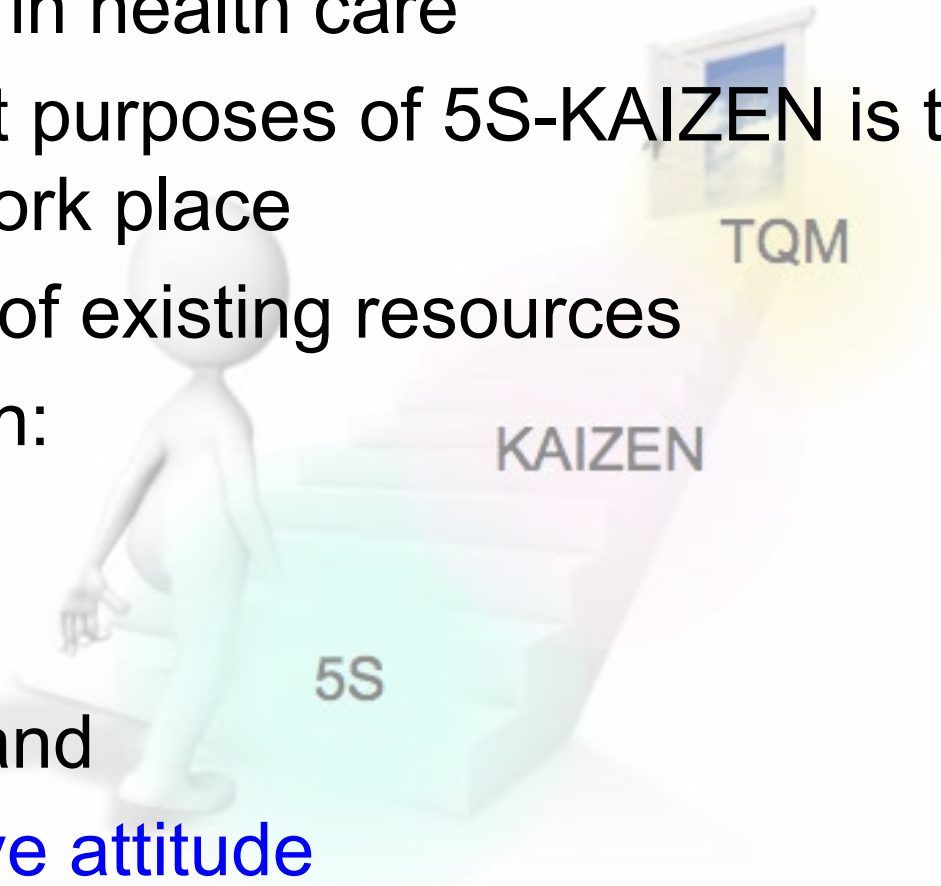


“Managing whole facility with certain level of quality”



Conclusion

- 5S-KAIZEN-TQM Approach is one of the tools for quality improvement in health care
- The one of important purposes of 5S-KAIZEN is to eliminate waste in work place
- Maximum utilization of existing resources
- Anyone can do it with:
 - Little knowledge
 - Little dedication
 - Little hard work and
 - A very big **positive attitude**
- Our wisdom has no limitation



**KAIZEN Mind will help you
to solve problems**



Thank you for listening