

KAIZEN Process Checklist

Hospital		Date of monitoring	
Department/Section/Unit/Ward			

When KAIZEN started?	
Number of KAIZEN team members	
Last date of meeting with QIT for consultation	
Problem statement of the section	

KAIZEN Theme _____

1. Theme of KAIZEN	0	1	2	
KAIZEN Theme	Matrix not used and difficult to implement within department	Matrix used but difficult to implement within department	Matrix used and possible to implement within department	
2. Situation analysis	0	1	2	
Information collection	No information collected	Wrong information collected	Right information collected	
Current data table	Not made	Made but wrongly	Made correctly	
Pareto chart development	Not made	Made but wrongly	Made correctly	
Pareto chart scale	No scale written	Scale of Pareto chart is not correct	Scale of Pareto chart is correct	
3. Root cause analysis	0	1	2	
Fishbone diagram development	Not done	Developed wrongly and root causes are not well identified	Developed correctly and root causes are identified	
Description/Sentence completeness	Difficult to understand	Sentences are not completed	Complete and clear	
Depth of Why-Because analysis	WHY-BECAUSE is not asked	WHY-BECAUSE asked not enough	WHY-BECAUSE asked enough	
4. Countermeasure identification	0	1	2	
Tree diagram	Not made	Made but wrongly	Made correctly	
Matrix diagram	Not made	Made but wrongly	Made correctly	
Feasibility check	Not done	Done but wrongly	Done correctly	
5. Implementation of counter measure	0	1	2	
Action Plan development	5W1H action plan not developed	5W1H action plan developed wrongly	5W1H action plan developed correctly	
Counter measures implementation	Not implemented	Identified measures partially implemented	All identified measures implemented	
Monitoring of implementation	Monitoring not done	Checklist developed but not used	Checklist developed and used	

6. Effectiveness check	0	1	2	
Comparison data table	Not made	Made but wrongly	Made correctly	
Comparison Pareto chart	Not made	Made but wrongly	Made correctly	
Pareto chart scale	No scale written	Scale of Pareto chart is not correct	Scale of Pareto chart is correct	
7. Standardization of effective measures	0	1	2	
Identification of effective measures	Not identified	Identified wrongly	Identified correctly	
Standardization procedure	Not implemented	Effective measures partially implemented	All effective measures implemented	
Standardization Plan development	5W1H standardization plan not developed	5W1H standardization plan developed wrongly	5W1H standardization plan developed correctly	
Monitoring of implementation of effective measures	Monitoring not done	Checklist developed but not used	Checklist developed and used	
Target achievement	0	1	2	
Set target (%)	No improvement	Partially achieved	Fully achieved	
Achieved (%)				

8. Suggestion