

# 5S-KAIZEN-TQM

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## Good Practice Collection



The Program of Quality Improvement  
of Health Services By  
**5S-KAIZEN-TQM**





## **SET(Seiton):S2**

**Setting X-ray films at Radiology Department.**



**Consumable store within Operation Theatre was in perfection of S2.**



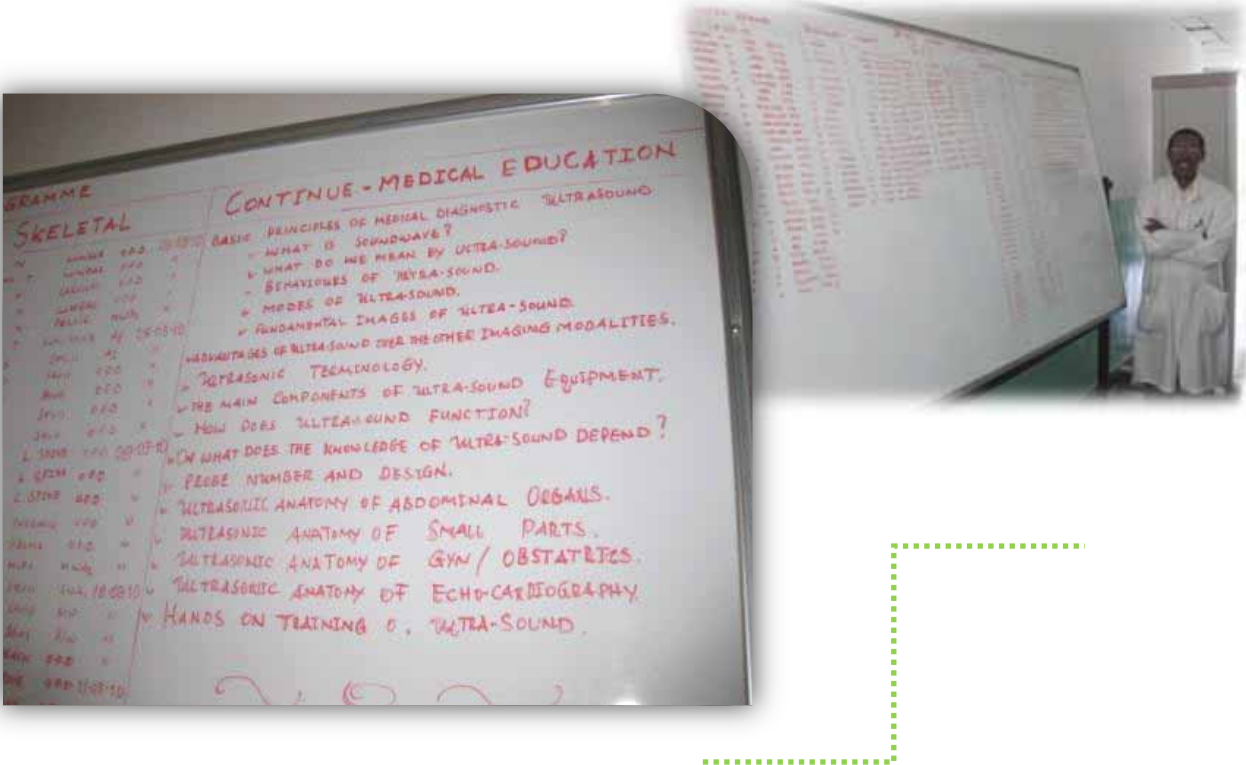
## **Set(Seiton):S2 STANDARDIZE(Seiketsu):S4**

**Color coding system for solid waste disposal was attempted.**





**KAIZEN attempt in sharing examination plan of the week among all staffs at Radiology Department.**



**KAIZEN has already been in place in the process of surgical instruments container system. Standardized instrument sets for prioritized procedures are under packing process.**



# IMPROVEMENTS

# KENYA

*Mathari Hospital, NAIROBI* *Reported, Jan.2010*

## ***SORT(Seiri):S1***

**An amenity for health staffs;  
A staff room was arranged making  
use of available space.**



## ***SET(Seiton):S2***



**Pharmaceutical store was on  
the way to improvement.  
Attempts were actively done  
using labeling/tagging.**

**Notice boards are also  
the target of 5S. Further  
improvement is expected  
more attractive for user.**

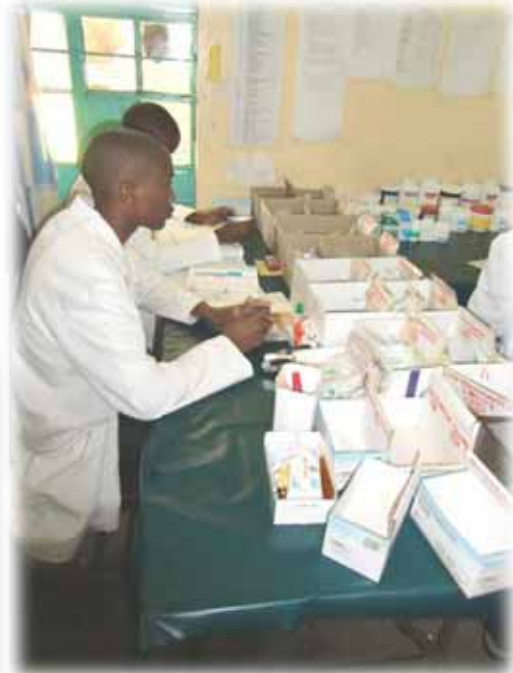


**Clinical records are good target of 5S for initial visualization  
of the effects. First, the numbers put on the shelves for  
identification.**

## SET(Seiton):S2

An attempt of setting frequently prescribed medicines with tagging.

The staffs elaboration in system improvement was observed.



## SHINE(Seiso):S3

Cleanliness of the patient wards was in general, favorable.



## STANDARDIZE(Seiketsu):S4

An attempt of color coding is successfully conducted.  
A notice is visible at a notice board in the hospital.



## ***SORT(Seiri):S1***

**Elaboration is further required in discarding unwanted items. Division of Equipment Maintenance is in charge on it.**



## ***SET(Seiton):S2***



**General Store is on the way to achieve perfection in "Set".**

## ***SHINE(Seiso):S3***

**Patient ward kept clean.**



**SET(Seiton):S2  
STANDARDIZE(Seiketsu):S4**

**Segregation of solid wastes with color coding system was in place in every patient wards.**



**Medical records are properly tagged and labeled at Record storage.**





# IMPROVEMENTS

# MADAGASCAR

*Mahajanga Hospital, ANTANANARIVO Reported, Mar.2010*

## **SET(Seiton):S2**

**Labeling on the files were sorted according to discharged date from hospital. But size of documents and color of the file would be further improved.**



**The files were tidy up in the cabinet. Labeling of the file is further improved easy to find seeking file.**

**Several Keys were set unique number and the keys were hanged on the board with numbering.**



## SET(Seiton):S2

**The edge of one poster was put on other documents. Messages were segregated section by section utilizing baskets.**



**Injections are tidily stored one by one using plastic cases with clearly displayed labels.**



## **SET(Seiton):S2**

**Labeling was done as a symbolic activity of “Set” in 5S.**



**Valuable attempt to make use of recycled cardboard as containers for frequently used consumables at central laboratory.**

**Color coding for the buckets with lids were attempted**



**Sort(Seiri)S1/Set(Seiton)S2: 5S should be applied to have improved work environment.**



## **SET(Seiton):S2**

**Easy to move, the  
caster was attached  
on the laundry box.**



**The visiting hours  
are displayed clearly  
on the board.**

**The hospital complex  
was visualized on the  
information board.**



# IMPROVEMENTS

# NIGERIA

*Lagos Island Maternity Hospital, LAGOS* Reported, Apr.2010

**SORT(Seiri):S1  
SET(Seiton):S2**

**The corner for  
receptionist was  
established.**



**SHINE(Seiso):S3**

**The ward was cleaned up every  
day and not stinky**



## SHINE(Seiso):S3

The canteen was cleaned up and decorated colorful table cross and flowers.



## SUSTAIN(Shitsuke):S5

Several types of 5S-KAIZEN posters are put on the notice board to enhance self discipline.



# IMPROVEMENTS

# SENEGAL

*Tambacounda State Hospital, TAMBACOUNDA Reported, Feb.2010*

***SORT(Seiri):S1***  
***SET(Seiton):S2***

**The parking space for each vehicle was segregated by used tires.**



***SET(Seiton):S2***



**Notice board is well-organized with graphic images.**

**Waiting lounge improved for clients' comfortable stay.**



# SENEGAL

## **SET(Seiton):S2**

**Used cylinders were separated on the left sides and filled cylinders were kept on the right side.**



**Direction board was set on the hospital site.**



## **SHINE(Seiso):S3**

**Final dumping site of hospital solid wastes needs further improvement.**





## **SET(Seiton):S2**

**Orderliness was seen at the central store. Further elaboration is expected to achieve perfection in labeling and tagging.**



**The shelves and cabinet are well organized, easy to check the balance of the stocks.**



**The items on the medical cart were segregated by plastic boxes with label.**



## **SET(Seiton):S2 STANDARDIZE(Seiketsu):S4**

**The warehouse is well organized with label on the shelves and store record is hanged on the cabinet.**



## **STANDARDIZE(Seiketsu):S4**



**Concept of fixed point observation was well demonstrated in a poster seen at a pilot hospital in Tanzania. The change of the work environment was shown with a concrete example.**

**A cart accommodating frequently used medicines are organized using 5S Principles. This sort of carts are well used all over the hospital under a standardized system.**



# IMPROVEMENTS

# UGANDA

*Tororo General Hospital, TORORO* Reported, Feb.2010

## **SET(Seiton):S2**

**Labeling is attempted at pharmacy.**



**Visibility of signs will be further improved as attractive as possible.**

**Each document was segregated by the boxes with label.**



## **SET(Seiton):S2 STANDARDIZE(Seiketsu):S4**

**The place for the screen and the stretcher were established and visualized.**



## **STANDARDIZE(Seiketsu):S4 SUSTAIN(Shitsuke):S5**

**The rule of color coding of waste management is displayed on the wall and everybody can see.**



*Mubare Hospital*    *Reported, Feb.2010*

**“Sort” and “Set” for the medical records is ongoing and needs further elaboration.**





# BENIN

## SET(Seiton):S2

The switch of air conditioners were identify the tag.



The box was set on the baby cot for medical record keeping.

The direction board was set in front of main entrance. Since the hospital infrastructure is so complicate, attempting visualized direction board is expected.



## SET(Seiton):S2 STANDARDIZE(Seiketsu):S4



The waste buckets were collected in front of garbage disposal area and the color coding of the buckets was attempted.

## ***SORT(Seiri):S1*** ***SET(Seiton):S2***

**Separation of the hospital wastes is an essential issue both for hospital safety and cleanliness of the work environment. An attempt of color coding is visible at a pilot area of the hospital.**



**Patient's belongings are kept in the basket.**

## ***SET(Seiton):S2***

**An attempt of Setting for achieving orderliness, although the practice is still on the way to perfection.**

**Utilization of available resources, such as cardboard boxes, as seen in this picture, is an encouraging factor of the entree process of 5S.**



# BURKINA FASO

## SET(Seiton):S2

**Segregation of clothes and labeling on the clothes hanger are positive indications showing the ongoing processes of "Set". The clothes are also supposed to be tagged or labeled to avoid the confusion. If possible, color coding should be applied here.**



**White coats for the staff are hung up under the name tag.**

**The inside of the cabinet was well organized with label.**





*Prince Regent Charles Hospital, BUJUMBURA Reported, Feb.2010*

## **SET(Seiton):S2**

**Central drug storage, buffer stock area at pharmacy or dispensary are both symbolic area of 5S.**



**Several Keys were hanged on the board with numbering.**



## **SET(Seiton):S2**

**The Notice board was mostly organized and further improvement for X-Y Axis.**



## **SHINE(Seiso):S3**

**Toilet is a valuable 5S target, since it is assessed daily by the users. Cleaning should be systematically done based on "Sort" and "Set".**



## IMPROVEMENTS

# NIGER

*Lamorde National Hospital, NIAMEY Reported, Feb.2010*

### **SET(Seiton):S2**

**The label was put on all shelves but documents were put on flat pile. The documents can be kept on longitudinal manner.**



**The files were tidy up in the cabinet but there is no label and tag for each file.**



## **SET(Seiton):S2**



The label was put on all shelves.

Attempting fast in fast out inventory management is next step for S4.

## **SET(Seiton):S2 STANDARDIZE(Seiketsu): S4**

The notice board displayed the name of the patient on each bed.



## **SHINING(Seiso):S3 KAISEN**



Drainage water from air conditioner had been reused for watering plants.

The word "KAISEN" was painted on the flower pots to appeal 5S-KAIZEN activities to workers and visitors.

# IMPROVEMENTS

# MALI

*Segou Nianankoro Fomba Hospital, SEGOU Reported, Feb.2010*

## **SET(Seiton):S2**



**Graphic designated direction boards were attempted.**



**Labeling on the each outlet for medical gases was attempted. Attempting coding is further improvement**



## STANDARDIZE(Seiketsu):S4

**Color coding of waste beckets was attempted based on international standard codes.**



**A lot of waste bins are set outside the hospital with the paintings on the wall.**

## SUSTAIN(Shitsuke):S5

**Posters with paintings and comments were hung on the walls to call employees' and visitors' attentions for keeping their safety.**



## IMPROVEMENTS

# Democratic Republic of Congo

*Ngaliema Clinic, KINSHASA* Reported, Feb.2010

### **SET(Seiton):S2**

**Several Keys were hanged on the board with numbering.**



**The sign board is simply informing the direction. Attempting further improvement is expected for more user friendly.**

**Caps of test tubes are color corded to distinguish types of examinations.**



# Democratic Republic of Congo

**SET(Seiton):S2  
STANDARDIZE(Seiketsu):S4**

**The tariff was displayed at the reception.**

I. TARIFF CONSULTATIONS SPECIALISEES	
- FICHE	1. 1.000 FC
- AYANTS DROIT	2. 12.000 FC
- PRIVES	3. 15.000 FC
- V.L.P	4. 45.000 FC
II. TARIFF CONSULTATIONS APRES-MIDI	
- FICHE	1. 1.000 FC
- AYANTS DROIT	2. 15.000 FC
- PRIVES	3. 17.500 FC
- V.L.P	4. 50.000 FC
III. URGENCES	
- FICHE	1. 1.000 FC
- AYANTS DROIT	2. 25.000 FC
- PRIVES	3. 30.000 FC

**SET(Seiton):S2  
KAIZEN**

**Number cards are distributed at the Laboratory reception to handle patients orderly following its own rule.**



**SHINING(Seiso):S3**

**Both inside and outside of the hospital was kept clean by cleaning staff.**





# IMPROVEMENTS

# MOROCCO

*Sale Provincial Hospital, RABATO Reported, Feb.2010*

## SET(Seiton):S2

**Borders between road and sidewalk/yard were created to keep patients' safety.**



**Several information were displayed on the board but one board was behind the other one.**

**Notice for safety are described in symbols, Arabic and French.**



## **SET(Seiton):S2**

**There are many documents on one notice board. The notice board can be utilized more attractive for user.**



## **SET(Seiton):S2 KAIZEN**

**The hospital set up a tent for patients waiting for consultation at the maternity unit.**



**Waste management strategy has been standardized in the entire hospital. The yellow buckets are for high-risk wastes such as syringes and the red boxes are for others.**

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June 2010

