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”

- Financial problems
- Technical problems
- Infrastructure problems
- Human Resource problems
- Time limitation

in health care provision
If you are facing problems, ...

Think inside the box and give up?

OR

Work together and do something?

Waiting “resources” from somewhere.

OR

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

Maximum use of the capacity of the entire organization

TQM

Participatory problem solving process

KAIZEN

Working environment improvement

5S
Conceptual framework “5S-KAIZEN-TQM Tree”

Highly Reliable Organization (HRO)

Total Quality Management

KAIZEN

Positive mindset for improvement of quality among frontline workers

Lean Management
Leadership and commitment of hospital management

Leadership

5-S

Positive attitude

Quality of services and management
Working environment
Wastes
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

- **Over production**
  Creating more material or information or tests or treatment than needed

- **Over processing**
  Processing beyond the standard

- **Rework**
  Repetition or correction of a process

- **Transportation**
  Unnecessary movement between processes

- **Motion**
  Unnecessary movement with a process

- **Inventory**
  More material or information than needed

- **Waiting**
  People or items that wait for a work cycle to be completed
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**
Visible growth of organization
Making **right decision** for quality improvement
Reduction of costs

Save money

Utilize available resources
“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