

KAIZEN Step 1: “Selection of KAIZEN Theme”

KAIZEN Training of Trainers

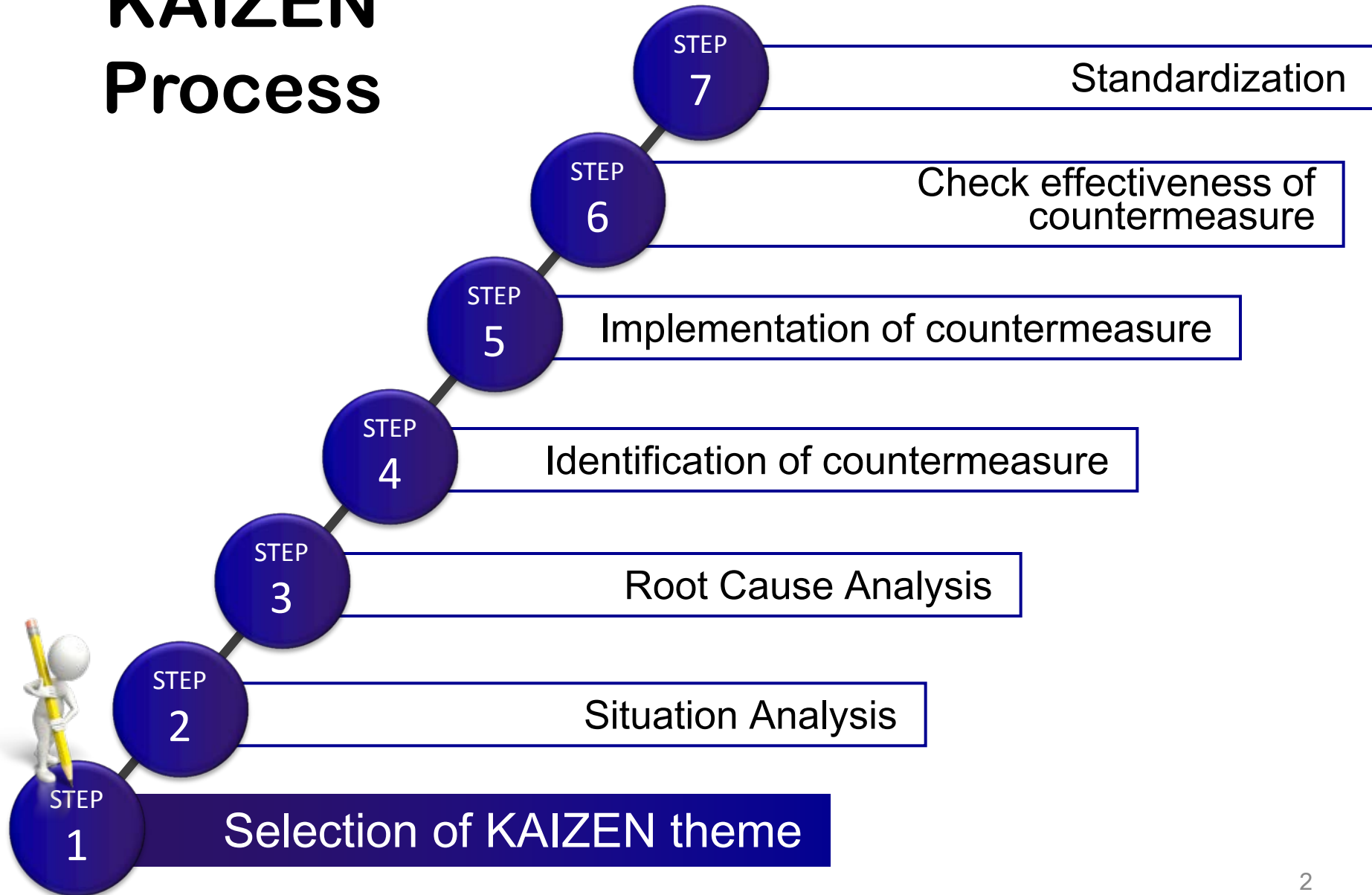


Objectives of the session

After the session, trainees will be able to;

- 1) Define the terms; KAIZEN Theme, Matrix diagram
- 2) Explain the importance of selecting a theme at the working environment
- 3) Describe the process of selecting KAIZEN theme at the working environment
- 4) Demonstrate the process of KAIZEN theme selection at the working environment

KAIZEN Process

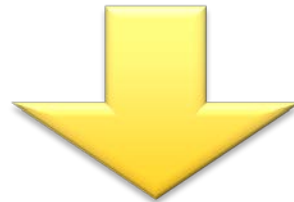


Definition of KAIZEN theme

- KAIZEN theme is come up with from:
 - = Problems you are facing in **your workplace**
 - = Things you want to improve to make **your work effective and efficient**
 - = Issues raised or claimed from **your internal and external client**

Importance of KAIZEN theme selection

- Many problems happen everyday in working place
- Who knows what is happening on the ground?
- All problems cannot be solved at once
- Resources are limited



Identification, prioritization and
focus is necessary



Who should select KAIZEN theme ?

- KAIZEN is a problem solving process in the field
- Who knows what is happening on the ground ?
- Nothing will happen



*Staff working in the section,
where “KAIZEN” events are
taking place*



Process for KAIZEN theme selection

1. WIT members meet to brainstorm about problems in their current working place (Clarify problem statement)
 - Issues and problems in their working environment
 - Complicated work processes/procedures
 - Clams from internal and external clients
 - Accident, errors often happening
2. List up all raised issues and problems

Note that for this step:

- *Do not seek contributing factors and causes of the problems*
- *Do not blame and deny others' opinions*

Cont.

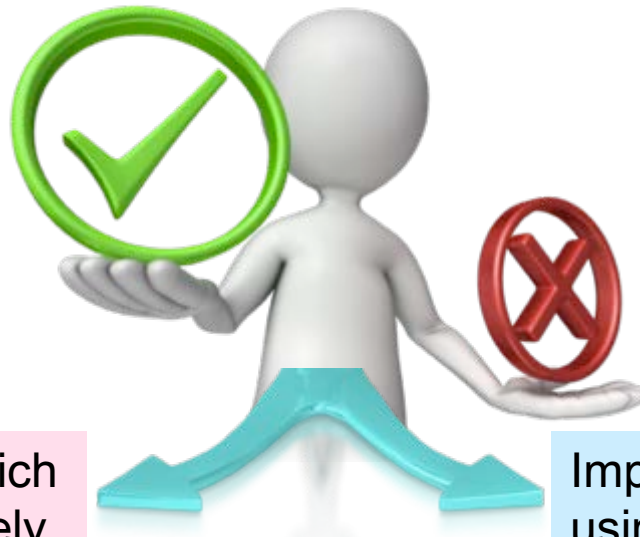
3. Categorize listed issues and problems into two categories;

- 1) Possible to solve immediately (Small KAIZEN)
- 2) Impossible to solve immediately (Large KAIZEN)

Easy to come up with solutions!!



Implement **small KAIZEN** which can fill in “the gap” immediately



Implement **Large KAIZEN** using QC tools effectively



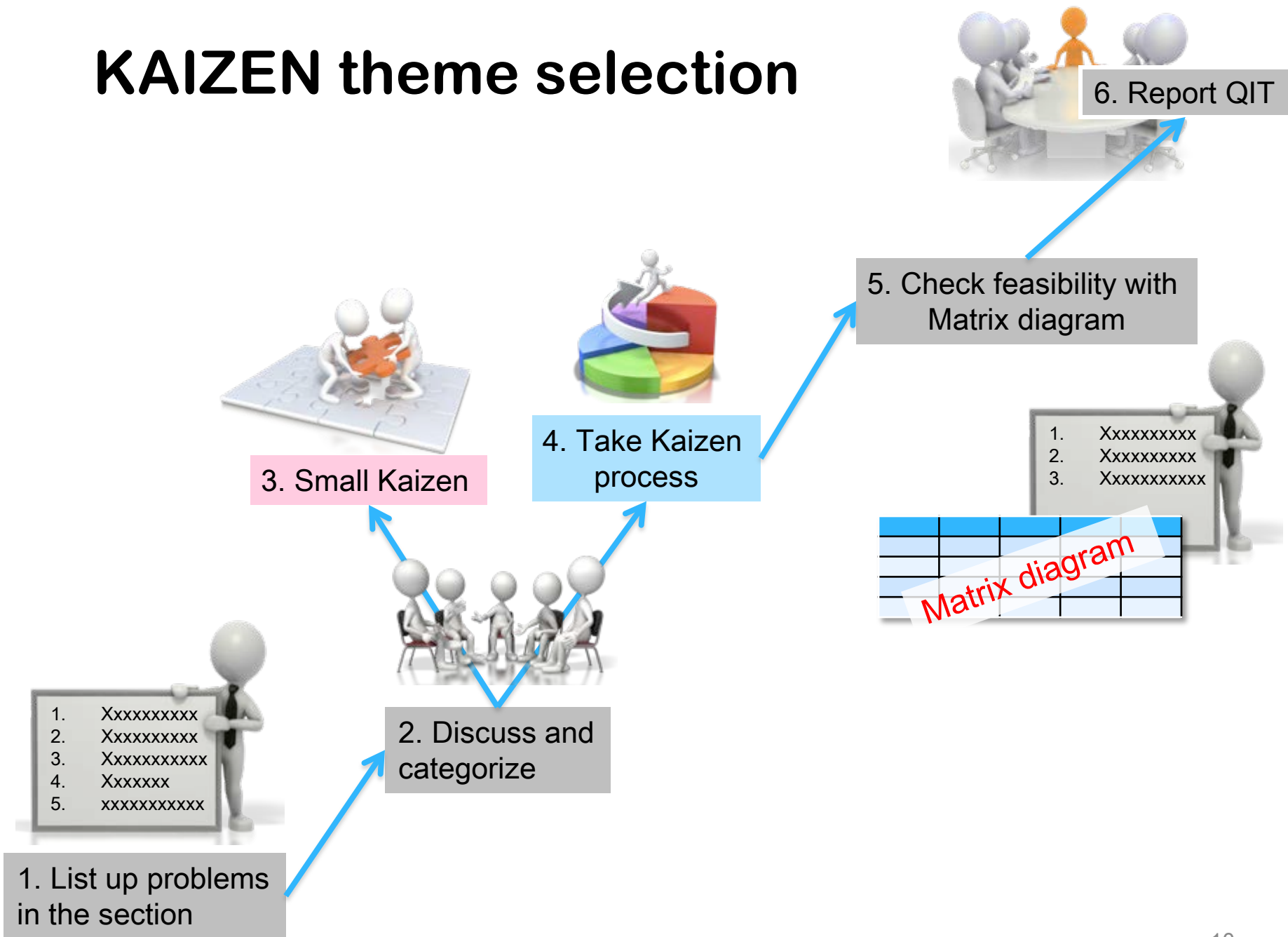
Cont.

4. Action should be taken immediately for the issues categorized in the Small KAIZEN
5. Change statement of the problems to be solved by Large KAIZEN
6. Check feasibility of all the problems to be solved by Large KAIZEN
 - Useful QC tool: *Matrix diagram*
 - *Feasibility check from “Impact, Urgency, Realization, Resource availability etc.*

Cont.

7. Report QIT on process of KAIZEN theme selection and result
 - Matrix diagram
 - Minute of the meeting (discussion process of theme selection、 problem statement)

KAIZEN theme selection



Did you select good KAIZEN theme?

Possible KAIZEN themes need to be checked its feasibility by impact, urgency, possibility, resource availability

•Impact

- What is the impact, when it is implemented?
- Is it possible to get impact with little inputs?

•Urgency

- De we have do immediately?

•Possibility

- Is it possible to complete whole KAIZEN process within 6 months?
- Is it possible to carry out KAIZEN process within your¹¹ department?

Did you select good KAIZEN theme?

- **Resources**

- Possible to implement with existing resource?
- Require involvement of many sections?
- Is data and information available for situation analysis? If not available, is it possible to collect?
- Who and how many staff are going be involved?

Feasibility check with Matrix diagram

KAIZEN Theme is written in "positive manner" and

Date of implementation of the step should be written

Implemented on 30th October 2014

Possible KAIZEN theme	Impact	Urgency	Possibility	resources	Feasibility
Ward space is expanded	2	1	2	1	6
Number of giving wrong medication is reduced	3	3	3	2	11
Number of mistakes of specimen collection is reduced	2	2	3	3	10
Medicine wastage volume is reduced	3	2	2	2	8

Score scale

3: High priority, Easy to implement

2: Middle priority

1: Low priority, Difficult to implement

The scale of feasibility should be clarified

Thank you for listening