

# **KAIZEN Step 5: “Implementation of countermeasure”**

KAIZEN Training of Trainers  
2015

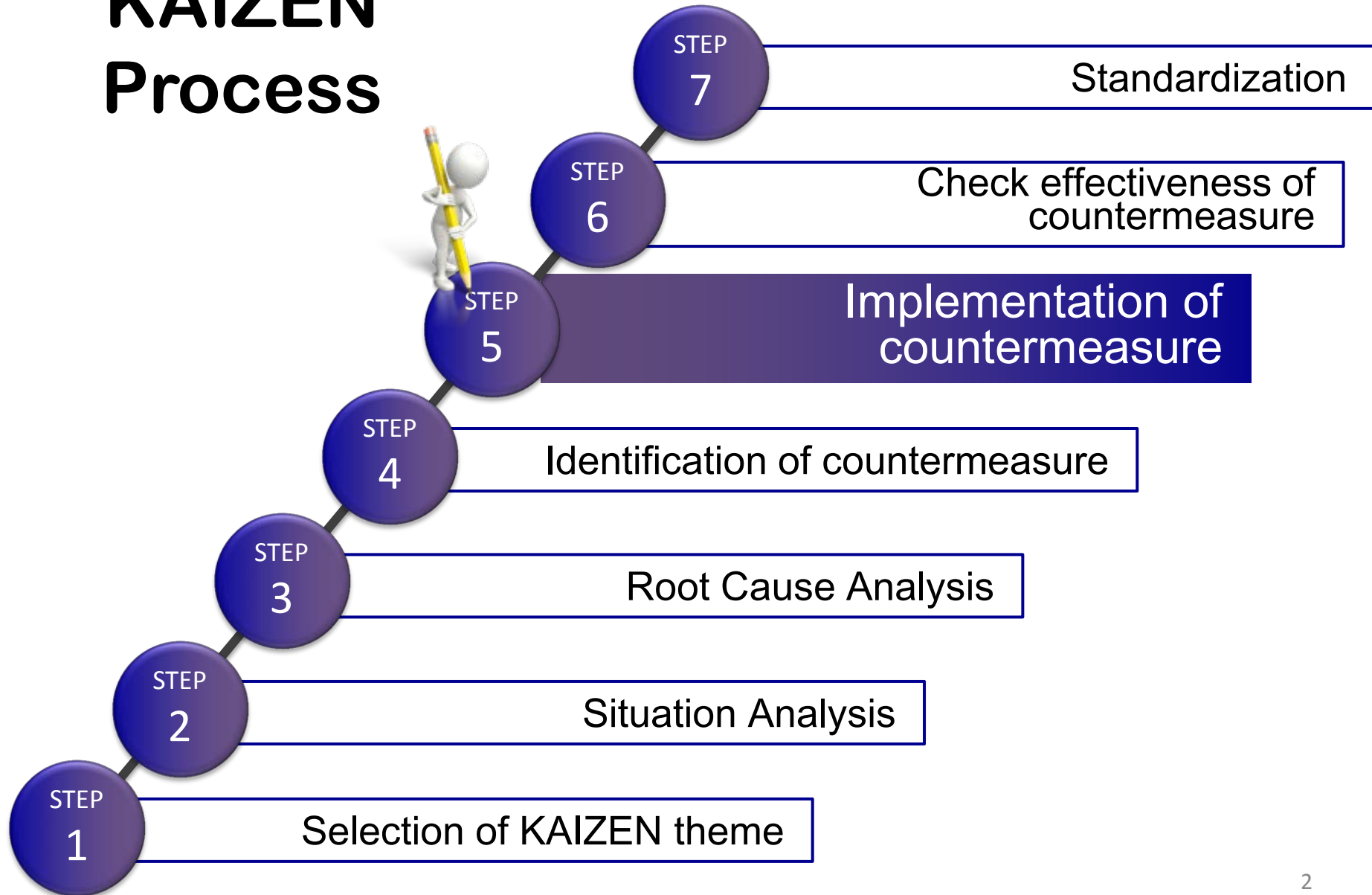


# Objectives of the session

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

1. Describe process of developing an action plan on the feasible countermeasures
2. Describe importance of monitoring implementation progress of the feasible countermeasures
3. Demonstrate the process of developing the action plan and monitoring checklist

# KAIZEN Process



# Process of Step 5: Countermeasures Implementation

Step 4

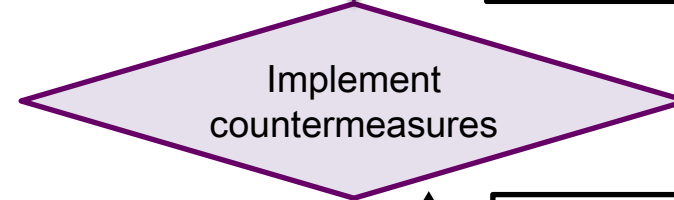
	Importance	Urgent	Difficulty	Total
CM 1	◎	◎	○	13
CM 2	○	▲	▲	9
CM 3	○	○	◎	11

Step 5

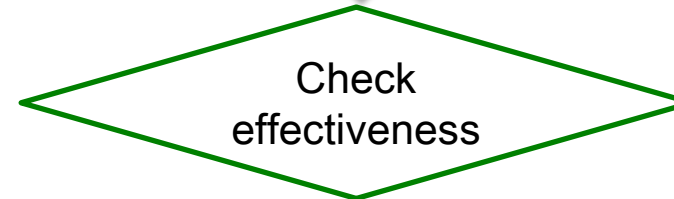


*Sharing action plan with section staff*

*Sharing action plan with QIT*



*Monitoring progress of intervention*



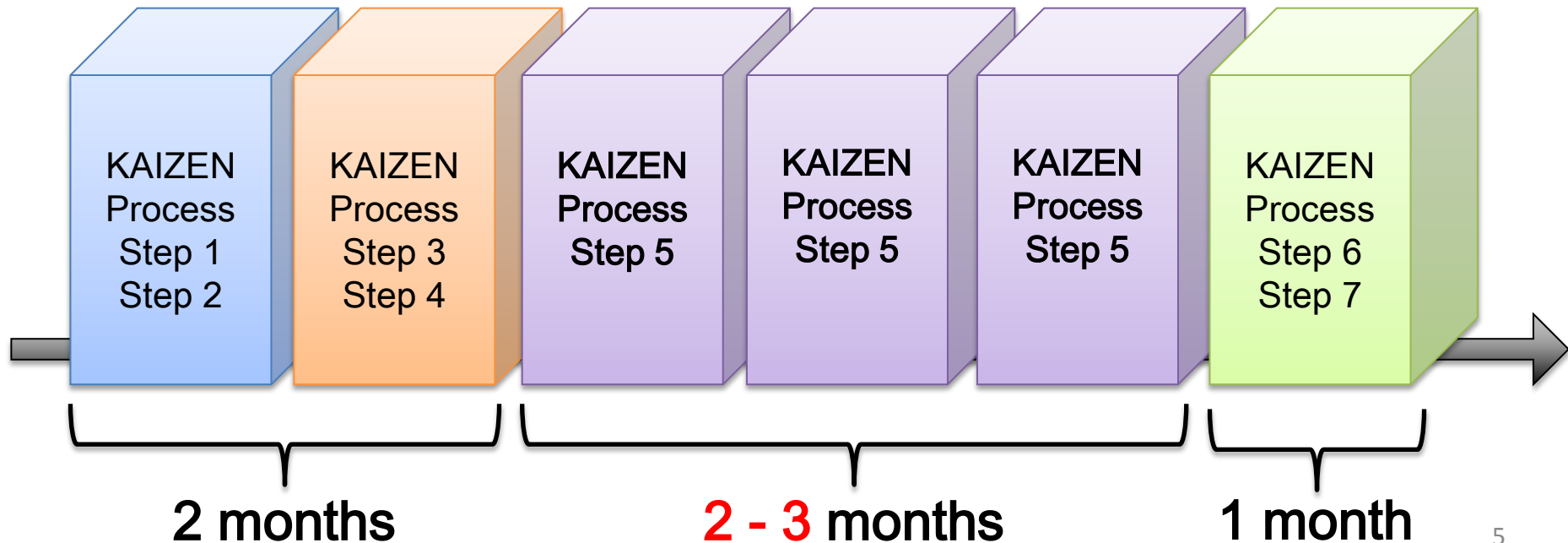
Step 6

# Cont.

- Implement **ALL** the countermeasures identified as feasible measures in Step 4
- Develop an action plan and possible to complete the countermeasures within **one to three months**
- Share the action plan with:
  - All section staff (Participatory implementation)
  - QIT (Seek technical inputs)
- Monitor progress of implementation of the countermeasures

# Time allocation for Step 5

- Remember “proper time allocation” for whole process of KAIZEN is maximum 6 months
- Implementation of countermeasure must be done within **2-3 months**



# Benefit of development of action plan

Developing a action plan with “5W1H” will be of benefit to;

- Define detailed actions to implement the countermeasures with “5W1H”
- Improve communication among section staff
- Unify the sense of purpose of the staff in implementation of KAIZEN
- Simplify a progress monitoring

# Clarification of “5W1H”

“5W1H”	Clarification	Example
<b>Why?</b>	Why we need to take this countermeasure	<i>To strengthen stock management of medicines</i>
<b>Who?</b>	Who is the responsible person of the countermeasure	<i>Ward in-charge and KAIEN team</i>
<b>When?</b>	Timing or period (deadline) of the countermeasure	<i>By 27<sup>th</sup> of October 2015</i>
<b>Where?</b>	Place where the countermeasure taken	<i>At the ward</i>
<b>What?</b>	What is objective of the countermeasure	<i>Rules and regulation of storage of the medicines</i>
<b>How?</b>	How do you do for the countermeasure (action, verb)	<i>Develop</i>



# Example of Action plan format

	Counter measure	<i>Who</i>	<i>What</i>	<i>Where</i>	<i>When</i>	<i>Why</i>	<i>How</i>
1	Develop of storage rules with pharmacists	Ward In-charge, ward pharmacist	Storage rules and regulations	At the ward	By Dec. 01	Strengthen stock management of the medicines	Develop
2	Develop checklist and handing over note	WIT, Ward In-charge	Checklist and handing over note	At the ward	By Dec. 15	Reduce miscommunication among shifts	Develop
3	.....						
4	.....						

# Monitoring a progress of the implementation

- Develop a monitoring checklist by clarifying:
  - Date of monitoring
  - Responsible person(s) of the monitoring
  - Progress of monitoring
- Utilize the checklist
- Utilize the results of the monitoring
  - Proper implementation: continue
  - Delay of the implementation: re-plan and implement
  - Impossible to implement: clarify the reasons of why not implemented



# Example of action plan with progress checklist

	Counter measures	<i>Who</i>	<i>What</i>	<i>Where</i>	<i>When</i>	<i>Why</i>	<i>How</i>	<i>Date of monitoring</i>	<i>Who checked</i>	<i>Progress</i>
1	.....							/		
2	.....							/		
3	.....							/		
4	.....							/		
5	.....							/		

Keys for progress check

*G: According the plan*

*D: Delay*

*N: Not implemented* <sup>10</sup>

# Tips for successful implementation

- It needs to check again whether all countermeasures are possible to be carried out within the section or not
- Remember “KAIZEN is participatory activities”
  - “*WHO*” in your plan is not only “in-charge”
  - Sharing the plan with all section staff



# Cont.

- Action plan must be displayed on the notice board for staff
  - To remind staff of implementation of KAIZEN
  - To promote participatory implementation of KAIZEN
- Conduct periodical monitoring with progress checklist

*Thank you for listening*